

futreshirts

DIGITAL SERVICES – **Pre-Fulfillment Associate** FULL TIME

The Futureshirts Team

Futureshirts exists to innovate for clients. FUTURESHIRTS is more than merchandise. It is a place to explore potential, obliterate boundaries and push out the edges of what can be. The company looks for people who can grow, think, dream and create. Its culture thrives by embracing creativity, kindness, and service through hard work for a common goal. Futureshirts seeks achievers, leaders and visionaries... At Futureshirts, it's about each person bringing skills and passion to a challenging and constantly evolving business.

E-Commerce

Futureshirts eCommerce offers artists, brands, labels, and events a personalized & innovative agency approach through comprehensive services including **marketing, e-commerce & creative**. With service & technology at our center, our goal is to help our clients connect with, grow & monetize their audiences with engaging content, on-brand storylines, unique experiences & compelling product offerings.

Futureshirts creates exceptional service and products because its employees listen to exceptional ideas from all parties involved in the creative process.

Position Overview

Futureshirts eCommerce provides pick-pack fulfillment for its clients. We are seeking well qualified individuals for our Nashville, TN warehouse. This full-time position is a Monday - Friday, first shift position. Hours are usually 8:30AM – 5:30PM (with 1 Hour unpaid lunch). The Pre-Fulfillment Associate is a key communicator between the fulfillment and account management teams, is proactive and works to maintain pick/pack/ship, customer service, inventory management on or before applicable deadlines and find new solutions for efficiency and organization within the warehouse. This position truly **exists to serve the clients, and the FS Team**, making all parties believers!

Job Duties

- Communicate daily with Warehouse / Fulfillment Lead and Account Managers for priority projects, incoming shipments, inventory audits and more
- Manage delivery of new products and restocks so shipments can occur in a timely manner
- Manage and provide inventory updates for Account Managers ahead of webstore promotions including but not limited to monitoring inventory reports and physical stock audits.
- Perform inventory restocks as necessary from account managers.
- Manage delivery of relative reports for Warehouse / Fulfillment Lead and Account Managers
- Provide exceptional customer service to clients and web store customers
- Request feedback and monitor the quality of services provided
- Relay needs to Futureshirts staff via clear, established modes of communication
- Notify Futureshirts management of challenges in order to initiate intervention and assistance
- Assist in event(s), tasks, and functions regarding Futureshirts
- Other duties as assigned

Requirements/ Qualifiers

- Professional
- On time
- **Kind, Helpful, Servant hearted**
- Excellent communication AND service
- Relevant
- Positive and productive
- Strong interpersonal communication skills
- Problem-solving abilities
- Able to utilize minimally complex computer software
- Must be able to lift up to 50lbs
- Must be able to stand/walk for 6-7 hours a day
- Able to operate efficiently in a fast-paced environment.
- Excellent attention to detail.
- Courteous and professional demeanor.
- Able to operate with a sense of urgency and accuracy.
- Strong desire to provide excellent customer service.
- Strong time management / organizational skills
- Previous warehouse experience not required, but a plus
- Experience with product pulling/tracking computer programs is desirable.
- Experience operating warehouse equipment (forklift, order picker, pallet riders, etc.) is desirable
- **A desire to have staff and clients LOVE you**
- Fun to be around and enjoyable to work with...
- A desire to Win!