

## Indego Africa Production and Fulfillment Associate

The Production and Fulfillment position offers the opportunity to contribute to crucial components of Indego Africa's global supply chain and enhancement of the brand. This position will report to both Indego Africa's Wholesale Account Manager and Brand and Marketing Director. As the last line of quality control and branding in New York, the Production and Fulfillment Associate is a key member of Indego's growing team.

This is a full-time, entry-level position with an opportunity to have immediate impact within a small, global team in New York, Rwanda, and Ghana.

### Qualifications:

- Passion for design, branding, and handmade products
- Strong communication and organizational skills - meticulous attention to detail
- Quick learner and problem-solver
- Ability to manage post-production craft elements (must be good with your hands!)
- Capacity to pack, lift, and load heavy products and large boxes
- Proficiency in or ability to learn:
  - Microsoft Office
  - Shopify
  - TradeGecko
  - Adobe Photoshop
- Team player with willingness to pitch in where needed

### Responsibilities:

- **Retail Customer Service**
  - Respond to all inbound inquiries from retail customers
  - Manage refunds, return shipments, and inventory
- **Post-Production**
  - Prepare all products for sale. This will include product finishing, tagging, label sewing, ironing, packing, etc.
  - Ensure quality control standards are met and product spec sheets are complete
- **Support Wholesale Account Manager**
  - ***Logistics and Fulfillment***
    - Prepare and maintain shipping records
    - Package and ship retail and wholesale client orders
    - Manage shipments from New York to Rwanda & Ghana
  - ***Inventory Management***
    - Unpack and organize shipments from Rwanda & Ghana
    - Input inventory data into TradeGecko
    - Help reconcile inventory levels through regular physicals counts and TradeGecko reports

- **Support Brand and Marketing Director**
  - ***In-Studio and Outside Photoshoots***
    - Scout new locations
    - Help configure and operate equipment
    - Organize products and prepare the set
    - Offer creative and technical advice as needed
    - Help edit photos
  - ***Studio Maintenance***
    - Assist with sourcing, pickups, and drop-offs as needed
    - Order office supplies
    - Prepare showroom for client visits
  - ***Marketing Support***
    - Update and maintain product listings on Indego's website
    - Pitch new marketing ideas
    - Conduct creative projects on an as-needed basis
- **In-Person Sales**
  - Assist management with execution (product transport, set-up, and breakdown) of trade shows, sample sales, and pop-up shops
  - Utilize Square to process credit card transactions and conduct in-person sales

**Starting Salary:** \$30,000 with benefits and room for growth

**To Apply:** Please email [jobs@indegofafrica.org](mailto:jobs@indegofafrica.org) with (a) your resume, (b) a thoughtful cover letter, and (c) your salary history. Your name and the title of the position must be in the title of your attached documents. No phone calls please.