OPERATIONS COORDINATOR

The role:
We’re looking for a go-getter Operations Coordinator to join our dynamic team. This role will coordinate STIK’s day to day logistics, working closely with the entire STIK team. The Operations Coordinator will be responsible for arranging the transportation of goods, managing inventory and quality control checks, while acting as a coordinator to all team members. The role will report to the Director of Product and Logistics.

Responsibilities:

● Logistics and Transportation Management
  ○ Build and maintain a strong relationship with the fulfillment center. Handle day-to-day communication with the 3PL using independent and proactive problem solving including communicating STIK’s expected sales and promotions.
  ○ Understand STIK’s packaging and fulfillment requirements for all channels and monitor required processes for each.
  ○ Assist Dir. of Product and Logistics with coordinating transportation of goods and incoming shipments from suppliers to 3PL with advanced notice of anticipated delays or problems to the team.
  ○ Lead all special projects and requests for all specific projects with fulfillment center and communicate progress and completion to the team.

● Packaging and Inventory management
  ○ Provide weekly inventory updates to team and monthly inventory updates to Finance
  ○ Coordinate logistics of tracking inventory of and ordering packaging
  ○ Manage inventory at fulfillment center and all data entry involved with inventory including creating new products and barcodes, manually updating inventory as needed
  ○ Coordinate and manage inventory in-office, or events, and pop up shops

● Wholesale
  ○ Create and process all boutique wholesale orders, ensuring the 3PL packs and ships orders in a timely manner
  ○ Assist with retailer onboarding, such as completing product documents, uploading inventory, gathering imagery, and sending samples
  ○ Be an expert on tagging, packaging, and shipping requirements for retailers, communicating all guidelines and instructions to warehouse
  ○ Manage all daily dropship responsibilities across STIK’s various vendors
  ○ Track weekly sales for boutiques and retailers and create end of season selling reports

● Customer Experience
  ○ Help with day to day customer service inquiries, and order returns
  ○ Complete weekly customer returns data recaps and lead customer service meetings

● Ecommerce/website Support
  ○ Assist with price adjustments, handling all seasonal markdowns
  ○ Product set-up, adding SKUs, location/inventory, images, tags
  ○ Launch and execute Amazon Marketplace
Requirements:
- Entry level
- Dependable and willing to jump in wherever needed - we are a small team and we all wear many hats
- Highly organized, extremely detail oriented, and strong communication skills
- Proactive and independent problem solver
- Proficient in Excel and/or Google Sheets
- Preference for Bachelor’s degree holder
- Hybrid work schedule - must be based in the Boston area

Nice to have:
- Experience with Shopify, 3PL management, order management systems, SKUs, barcoding
- Customer service experience

Benefits:
- Group Health/Dental/Life benefits available
- Generous vacation policy

Interested? Please email your resume and cover letter to wazzup@shitthatiknit.com.

MORE ABOUT US
Sh*t That I Knit is a knitwear and accessories brand dedicated to creating high-quality, handmade products using premium, sustainable materials. From handcrafted beanies to versatile wraps and cozy mittens, all of our products are handmade by our team of 170 artisan women in Lima, Peru. Working with companies like STIK allows these women to knit from home, enabling them to take care of their children while earning a viable income to support their families. Founded in 2014, STIK has become the backbone of a community made up of people from around the world committed to making a positive social impact.

Uncompromising quality: We create beautiful products that are made to last a long time. Our products are hand-crafted with love and made with 100% high quality materials. Our unwavering commitment to high quality is a reflection of ourselves: we will persistently & tirelessly work hard to best our best.

Do the right thing: We act with fairness, integrity & respect. We use sustainably sourced, eco-friendly materials. Our products are handcrafted by working mothers in Peru who are paid fair wages so they can support their families. We donate Give-a-Sh*t Knit Kits to young adults undergoing cancer treatment because knitting has proven meditative, anxiety-reducing qualities. We wear our sh*t proudly, knowing it was crafted with care for our people and planet.

Stay grounded and have fun: With a name like Sh*t That I Knit, our identity is grounded in light-hearted banter and a fun-loving tone. We celebrate milestones together - personal & professional. We have each others’ back and we help each other grow, and everyday, we give each other permission to be a little
silly.

Sh*t That I Knit provides equal employment opportunities to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.