



Operations Coordinator

Topped Toys is a leading designer, manufacturer, and seller of platinum silicone adult toys worldwide. In addition to our online store, ToppedToys.com, we sell through a network of premium gay fetish/leather retailers across Europe and North America, with ongoing expansion worldwide.

Topped Toys seeks to bring the open and accepting modern fetish community to a more diverse group of participants by emphasizing a safe, shame-free, sex-positive, and inclusive brand.

To keep up with our continued growth, Topped is looking for a full-time operations coordinator to join our team. This position will handle operational tasks to support manufacturing, logistics, fulfillment, and communications. While experience in fulfillment, customer service, and light manufacturing is a plus, the right candidate will be hired to a large extent based on how well they fit with our company culture, their ability to perform varied tasks with attention to details, ability to work in a dynamic environment, and their ability to grow within our company. **Therefore, applications submitted without a cover letter addressing these facets will not be considered.**

What we look for in all of our employees:

- Demonstrated openness to LGBTQ issues and sex-positivity, but ideally, someone who has first-hand experience within the communities we serve.
- Excitement for growth: We are offering a long term career with ample opportunity for growth as our company continues to expand.
- Responsibility, reliability, pleasant and fun to work with attitude.
- Detail-oriented people who take ownership of their realm and strive to always improve it.

What we are looking for in an Operations Coordinator candidate:

First and foremost, each employee must be certified to manufacture toys. This is the crux of what we do and a thorough understanding of the process is critical to making informed decisions about design, logistics, processes, and equipment. Learning the manufacturing process will be the first step for all new hires.

- **Manufacturing Support (2-3 hrs/day)**
 - Assist with critical steps of the manufacturing process.
 - Other help as required by manufacturing staff to keep up with incoming orders.
- **Inventory Management (2-3 hrs/day)**
 - Quality assurance of products.
 - Packaging and storing of inventory.
 - Maintain the required inventory levels to ensure timely fulfillment of orders.
 - Evaluate needs to set daily manufacturing schedule.

- Reports to management on deficiencies and process improvements.
- Alert management of problems as required.

- **Fulfillment (2-3 hrs/day)**

- Box and ship orders
- First line of customer communications regarding existing orders and fulfillment:
 - Follow procedures and templates of communications with customers where follow-up is required in a way that supports our brand promise.
 - Communication with parcel carrier.
 - Escalate issues to management when required.

- **Limited Day-to-Day Operations as Required**

- Act autonomously to coordinate day-to-day operations for short periods when management is unavailable.
- Escalate issues when required.