Inventory Fulfillment & Pop-Up Sales Supervisor

Job Posting: Are you inspired by the resilience of native plants? Does water scarcity and climate change concern you? Does working in a space dedicated to a mission of supporting sustainable farming and food security appeal to you? Join a team of kind, collaborative, flexible and creative professionals at Native Seeds/SEARCH that are dedicated to conserving and promoting the arid adapted crop diversity of the Southwest.

About Us: Native Seeds/SEARCH (NS/S), a non-profit dedicated to conserving agro-biodiversity by finding, protecting and preserving seeds. The NS/S seed bank, one of the first and only seed conservation organizations in the region, preserves 1,800 varieties of crops adapted to arid landscapes that represent the cultural heritage and farming knowledge of over 50 Indigenous communities of the southwestern U.S. and Mexico. For 40 years, NS/S has maintained and increased these seeds and distributed them to food producers and communities connected to the seeds.

Job Overview: The Distribution Center & Outreach Supervisor will experience a highly varied and fulfilling work environment. In addition to overseeing the daily planning, organization, and operations of the distribution department, you’ll be planning fun and engaging retail sales events, such as farmer’s markets, NS/S plant sales, and pop-ups and packaging seeds for distribution. Strong skillsets in setting priorities, exceptional people skills, and the ability to track multiple project components are essential for success in this role.

KEY RESPONSIBILITIES

Supervision:
● Schedules employees according to the needs of the business
● Leads, trains and cross trains team members
● Ensures employee compliance to protocols and standards
● Fosters a high degree of morale among the team
● Reviews employee performance and provides feedback and suggestions for improvement
● Contributes to the development and improvement of processes and procedures
● Monitors daily activities to ensure efficiency and accuracy and that customer service and quality standards are maintained
● Maintains a clean and safe working environment
● Collaborates with the E-Commerce Manager to compile reporting on Distribution Department performance, staffing, and operational needs
● Acts as a point person for the farmer’s market, wholesale accounts and plant vendors and maintains positive vendor relations

E-Commerce:
● Oversees the order processing, picking, packaging, and shipping of outgoing orders and pick-ups
● Monitors inventory levels to ensure sufficient supply to fulfill all orders
● Maintains and orders supplies as needed
● Addresses customer queries promptly and ensures customer satisfaction
● Caters to customers’ needs while adhering to company policies and stipulations
Native Seeds/SEARCH seeks to find, protect, and preserve the seeds of the people of the Greater Southwest so that these arid adapted crops may benefit all peoples and nourish a changing world.

- Provides back-up support and coverage to the E-Commerce Manager and the warehouse location (conducts inventory counts, transferring of online orders, shipping supplies, and other items to and from the Conservation Center as needed)
- Stays abreast of Shopify updates and platform user improvement and offsite POS technology

Events:
- Seeks out and evaluates potential locations, vendors, and other opportunities to determine viability for future events
- Supervises all event operations, including staffing, set up through tear down, coordinating transportation, and creating signage
- Collaborates with E-Commerce Manager on merchandise planning for events
- Performs post-event tasks promptly such as evaluating event’s success, documenting issues and resolutions, and submitting reports and feedback
- Upholds NS/S mission and vision w/ every event

QUALIFICATIONS
Required Qualifications:
- 3 years’ experience in e-commerce, shipping and customer service, retail experience a plus
- 3 years’ in a supervisory role
- Experience using Shopify or other e-commerce platform
- Attention to detail, organization and good time management skills
- Proficiency in Microsoft Office, and Google applications
- Commitment to NS/S’s Mission, knowledge and interest in gardening helpful
- Ability to work a flexible schedule, including some weekends and evenings

Preferred Qualifications
- Commitment to NS/S’s Mission and knowledge and interest in gardening
- Bilingual—English & Spanish languages

Title: Inventory Fulfillment & Pop-Up Sales Supervisor
Reports to: E-Commerce Manager
Salary Range: $40,000 - $45,000

NS/S is an equal opportunity employer and complies with all state and federal laws for fair and lawful hiring. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.