SHIPPING & FULFILLMENT ASSOCIATE

√^{P\T}/√_C ON MARTHA

full-time

EST. 2011

The Shipping & Fulfillment Associate is responsible for all back of house functions relating to the shipping, processing, and fulfillment of merchandise across all Waiting on Martha brands. Brands include but are not limited to: Waiting on Martha Home and Gifted By.

REPORTS TO: General Manager

RESPONSIBILITIES

- -Receive incoming merchandise from a robust rolodex of vendors and brands. Receipt includes quality control, hand-counts of product, and inventory management in Shopify.
- -Ensure that product claims for goods received damaged are handled in a timely fashion. This includes tracking damages in spreadsheet and notifying General Manager.
- -Fulfill orders in a timely and methodical manner. Fulfillment includes picking the order, packing the order, and shipping the order.
- -Maintain brand standards at every fulfillment touchpoint. This includes but is not limited to the attention to detail in the assembly and shipment of outbound customer orders.
- -Collaborate with customer service team on product shipment statuses. This includes the troubleshooting and reconciling of shipping issues.
- -Manage the accounts for couriers & fulfillment supplies, including but not limited to: UPS, FedEx, USPS, and Uline.
- -Execute inventory counts with precision and in a timely manner.
- -Maintain inventory counts and approach inventory organized and systematically.
- -Maintain a clean back of house and shipping space.
- -Assist in the movement of products in backstock for the purposes of store flips, key displays, and photoshoots

QUALIFICATIONS

- -Bachelor's degree in a related field with prior experience in shipping & fulfillment
- -Ability to stand for hours at a time
- -Ability to handle and lift cumbersome product in weights of ~25-50 pounds
- -Ability to work independently in a fast-paced environment
- -Strong planning & organization skills with the ability to meet tight deadlines
- -Excellent written and oral communicator
- -Proficient in Shopify & ShipStation a plus

BENEFITS (FOR FULL-TIME EMPLOYEES)

- -Premium (we're talking the best of the best) health benefits with 50% monthly premiums paid by WOM
- -Competitive pay with a bonus structure
- -Paid vacation & holiday time off

SEND RESUMES TO MADISON: MADISON@WAITINGONMARTHA.COM