



**VC Ultimate Inc.**  
**Toronto, ON, M4G 2G8**

VC Ultimate is the world's leading producer of premium apparel for the sport of ultimate. Living our values while producing a top-quality product and delivering unparalleled customer service are paramount.

## **Fulfillment & Quality Assurance Coordinator**

To apply, email VC at [info@vcultimate.com](mailto:info@vcultimate.com) with a cover letter, your resume.

**Application deadline:** August 15th, 2021.

### **Primary Responsibilities**

1. Fulfillment and Shipping
2. Quality Assurance
3. General Production Assistance

### **Hours and Description**

Part-time, 16-20 hours per week.

Flexible schedule between the hours of 8am and 6pm, Monday to Friday.

### **Remuneration**

Competitive hourly rate, based on experience, plus performance bonus opportunity.

### **Specific Duties**

#### Fulfillment & Shipping

- Coordinate shipment pick-ups and drop-offs with shipping suppliers.
- Receive goods from multiple suppliers and prepare for final embellishment and/or conduct quality control checks
- Prepare orders to ship out of the office as per VC Fulfillment & Shipping Standards in a timely manner, according to standards and schedule requirements.
- Ensure that every shipment is sent to the correct receiver, with the correct contents, every time.
- Assist in the planning of, and process requests and secure permits for, international shipments.
- Ship international shipments with complete and accurate documents.
- Follow the progress of all international shipments to ensure custom clearance and timely delivery, working with freight suppliers to ensure they have properly processed the information provided.
- Provide accurate shipping quotes and timeline options to sales representatives on request.
- Ensure each package is prepared and shipped in the most professional and economical manner possible, to meet delivery requirements.
- Ensure that proper records are maintained, and systems are immediately updated with shipment content notes.



- Communicate accurate and detailed shipment information to receivers as soon as it has been processed (same business day).
- Coordinate returns and exchanges with customers and events/partners.

#### Quality Assurance

- Review all orders received and/or completed in the office with an extreme attention to detail.
- Ensure that product quality standards are being met as orders are received from production and suppliers and shipped out to customers.
- Coordinate assistants to perform required tasks as volume and capacity require.
- Ensure all issues/problems are reported to production as per standards.
- Ensure packing standards are met for all shipments.

#### General

- Production assistance as required due to capacity and/or timelines.
- Inventory management tasks as required.
- Ensure the warehouse area is maintained as per the VC HQ Production & Fulfillment Area Daily Checklist.
- Coordinate schedules on a daily and weekly basis between online and production requirements to ensure fulfillment and shipping deadlines are met.

#### **Candidate Qualifications**

- Minimum 2-4 years of relevant or transferable work experience
- Extreme attention to details
- Strong problem solving abilities and ability to find solutions in a fast paced environment
- Ability to manage multiple tasks with varying deadlines in a fast-paced environment
- Maintain a well organized work area, both physically and in online systems
- Takes initiative; is a positive team player as well as a self-manager
- Will represent VC in a professional and friendly manner at all times

#### **Performance Review**

Initial role and team fit review after 3 months. Additional reviews held annually.