



### About Quinn Snacks

At Quinn, our mission is centered around reimagining classic snacks. Our company values are rooted in transparency and sustainability. We are looking for candidates who share our passion for changing the food industry. Quinn is still very much an entrepreneurial culture and growing fast with products distributed nationally. For more information about the company, please visit: [www.quinnsnacks.com](http://www.quinnsnacks.com).

## **Customer Service & Logistics Coordinator**

### **THE ROLE**

Our CS & Logistics Coordinator will be detail-oriented and analytical, providing excellent customer service by developing an understanding of our customers' purchase order and inventory management needs. This person will need to proactively process all sales orders through delivery, by partnering with internal Sales ops (regarding order entry), third-party warehouses and copackers, transportation providers and cross-functional team members. This role will also be responsible for logistics; both in terms of day-to-day management and relationship ownership.

Success in this role will come from someone who: thrives in a fast-paced, results driven environment; is hard working; is a strategic, forward-thinking professional with a strong sense of urgency; and is enthusiastic about helping us achieve our social goals, as well as our business goals. This role reports to the Director of Sales Operations & Customer Support.

### **RESPONSIBILITIES**

#### Customer Service

- Receive, process, execute, post & invoice customer orders and audit for accuracy and completeness
- Act as primary contact with customers on any operations-related issue, including order problems and delivery or stock availability issues
- Partner with Sales and Finance to troubleshoot any issues with new customer set-up as it relates to order processing and fulfillment
- Manage EDI Processing, new customer set up & troubleshoot issues as they arise.
- Reporting: Responsible for disseminating Daily Order Recap, Weekly Invoice Phasing, Kehe Shipped v Consumption, WFM Data Week Ending and Flash Sales to management team
- Own the Quinn internal pricelist to ensure accuracy with cross-functional partners.

#### Logistics

- Coordinate transportation on delivered shipments, using approved carriers
- Review customer and freight invoices; validate pricing, terms, accessorial charges, etc.
- Responsible for logistics; both in terms of day-to-day management and strategic/relationship ownership (with oversight from manager)
- Assist in obtaining competitive bids and select carrier partners for new customer transportation lanes in partnership with Supply Chain management



- Arrange and manage end-to-end transportation for customer orders and warehouse transfers
- Track, maintain, and report on-time delivery, case fill rate, transportation spend, and carrier KPIs
- Transact inventory transfers and generate/receive purchase orders into system
- Review and approve freight invoices for accuracy
- Conceptualize and execute cost savings initiatives and maintain cost savings and spend trackers
- TMS interface for all logistics.
- Prepare weekly and monthly internal scorecards & reports on all company freight activity.
  - Research and communicate relevant issues affecting freight markets and potential impacts to the business. (Capacity, fuel costs, etc.)
  - Accurately track and report % of on time shipments executed vs planned
  - Walmart & Target OTIF (On Time In Full) PO analysis
- Oversee Amazon Vendor Central Fulfillment; process Seller Central inventory transfers

### **Skills/Experience Requirements**

- 3 - 5 years of experience in Supply Chain, Operations, Procurement or Distribution
- Highly organized with excellent follow-through
- Ability to proactively manage and prioritize many details with a high level of accuracy
- Understanding of EDI transaction documents
- Experience with ERP system strongly preferred
- Strong analytical skills with advance MS Excel skills is a must
- Process oriented and has the ability to improve and drive efficiency
- Strong written and verbal communication.
- Demonstrated ability to collaborate with cross-functional teams
- Strong attention to detail, sense of urgency, and the ability to be highly flexible in a constant changing environment will be critical to this role

**Location:** Boulder, CO

**Benefits:** Health, dental, vision, 401K

**Total compensation range:** \$64k-\$75, dependent on experience

**Please send a copy of your resume and cover letter to [jobs@quinnsnacks.com](mailto:jobs@quinnsnacks.com)**