



TRANSIT OPERATIONS ASSOCIATE

Maiden Home is seeking a talented and energetic individual to join us in building a category-defining home furnishings brand. As our Transit Operations Associate, you will be dedicated to delivering excellence throughout the shipping experience, working behind the scenes to ensure a first-rate experience from order to delivery and beyond, and to build a vendor network to support triple-digit year-over-year growth. You will be working side-by-side with a highly experienced founding team to shape the future of our brand.

This is a unique opportunity to join a fast-growing retail startup at a critical early stage, so it comes with huge potential for future growth. The possibilities are endless, and your experience will be shaped by your performance, contributions and personal drive.

Responsibilities

- Manage Maiden Home's shipping network, working with our shipping partners and delivery teams to ensure our customers receive their perfect piece, on-time
- Problem-solve issues that arise during delivery, ensuring a timely resolution for our customers and designing processes to prevent and quickly resolve issues as the business scales
- Act as the face of the Maiden Home brand, building end-to-end partner relationships amongst our shipping network
- Assist with the management of daily operational activities, ensuring data integrity and accuracy and on-time responses to inquiries
- Collaborate extensively with the cross-functional team on special projects based on your interest, including Product Development and Photoshoot logistics

- As an early employee of a rapidly growing startup, have incredible influence and ownership, collaborating across all teams to raise the bar
- Be ready to roll up your sleeves and get things done. No one can be relied upon to make change faster than you

Qualifications

- 1+ years of experience in Operations, Supply Chain, or Administrative roles
- Bachelor's degree
- Analytical mindset: proficiency in MS Excel and equivalent tools with a knack for numbers and systems
- Strong attention to detail and relentless follow-through in a fast-paced environment
- Outstanding problem-solving skills; "can-do" attitude and resourcefulness
- Bias to action, always willing to go the extra mile for the customer
- Strong oral and written communication and interpersonal skills
- A thorough understanding of Maiden Home's brand values, key differentiators, and competitive set

Benefits

- Competitive salary & benefits, including unlimited vacation, end-of-year bonus, and health and dental insurance
- Annual furniture allowance & company discount
- Trade discounts to most major home furnishings brands
- A computer and workstation that sets you up for success and lets you do your best work

About Maiden Home

Maiden Home is a custom furniture brand that will forever change the way consumers shop for their homes. We offer high-quality, handcrafted pieces made by the best American

craftsmen and delivered at prices and lead times unheard of in the industry.

Since launching in 2017, Maiden Home has been featured in Architectural Digest, Fast Co, Forbes & Bloomberg, to name a few. Backed and led by seasoned executives in e-commerce and retail, and embraced by a nationwide community of consumers and designers, Maiden Home is on its way to forever transform the home furnishings industry.

To apply, send your resume and cover letter to careers@maidenhome.com