



Customer Service-Fulfillment Lead

Starting Salary Compensation: **Commiserate Based Off Experience**

Employment type: **Full-Time**

Position Description:

1. Customer Service and Order Entry.
2. Perform high level of customer communication.
3. Manage all aspects of kitting/fulfillment/inventory and warehouse when needed.
4. Communicate clearly, effectively and timely with staff and customers.
5. Anticipate needs for staff and supplies for upcoming projects.
6. Perform warehouse laborer duties including picking, packing, counting, record keeping when needed and maintain a clean and organized warehouse.
7. Restocking shelves, accepting incoming orders, processing and packing orders, counting inventory and ensuring orders are shipped in a timely manner.
8. Consistently maintained picking/packing speeds in the 95th percentile.
9. Oversee and help pick orders with 100% accuracy despite high speeds.
10. Help manage staff, preparing work schedules and assigning specific duties.
11. Oversee, direct and coordinate fulfillment activities/calendar
12. Determine production staffing requirements as needed to run full capacity kitting-fulfillment.
13. Consistently meet deadlines.
14. Review final layouts and suggest improvements as requested or needed for efficient production.
15. Assist in production as needed.
16. Monitor supplies needed within department and stay within budget.
17. Keep and oversee all kitting production and equipment in clean, maintenance and all areas are neat, clean and organized.
18. Perform other duties with the company as needed or requested.
19. Have fun and enjoy what you do.