Job Description

Job Title: Shipping Coordinator
Reports to: General Manager

Summary: Responsible for managing daily shipping and distribution operations. This position will ensure orders are completed, shipped and delivered in a timely manner. A successful shipping manager is analytical, well-organized and excels in communication. They must be tech savvy, comfortable with spreadsheets and web portals. The goal is to ensure that the shipping processes are running smoothly and effectively.

Essential Duties and Responsibilities:

- Use order/shipping software to track, check, prioritize and route orders
- Pack daily and club orders
- Control and manage inventory
- Complete weekly/monthly inventory check to ensure order accuracy
- Manage customer service requests promptly and resolve issues quickly
- Manage company’s shipping vendors - UPS, FedEx, Freight Carriers
- Manage all important documents such as advanced shipping notice, pick slips, bills of lading etc.
- Direct the flow of packages from preparation to shipment
- Inspect labels, barcodes and other features of completed orders
- Supervise and lead contract labor
- Resolve issues regarding shipped orders
- Ensure a high degree of detail and focus on every job
- Communicate with drivers to ensure efficient delivery of products

Skills

- Computer savvy with excellent knowledge of MS Office (especially Excel), comfortable entering and retrieving data on web-portals
- Excellent math, organization, and time management skills
- Attention to detail, critical thinker and problem-solving abilities
- Ability to lift 45 lbs. repeatedly
- Excellent customer service experience
- Team player