



POSITION ANNOUNCEMENT

Fulfillment Team Lead

(Full Time, 40 hours per week)
8:30 a.m. – 5 p.m., daily

DESCRIPTION

Shipworx is looking for high-potential leaders, who are ready to own their impact in operations as an entry-level manager. You will have an opportunity to truly invest in others and develop a collaborative leadership style, while utilizing the tools, processes, and operations to help create a customer-centric company.

A DAY IN THE LIFE

As a team lead, you will have the opportunity to coach and develop your own team of fulfillment associates, with the support and direction of leadership and ownership, in a distribution logistics center environment. Your focus will be understating and meeting customer needs as well as leading a team by motivating, mentoring, and managing your team. As a manager, you will ensure that the team of fulfillment associates have all the tools needed to succeed for any task during a shift.

What is fulfillment you ask? Fulfillment is how we refer to completing or fulfilling a customer's logistics order and the acts of picking, labeling, packing, sorting, shipping and delivering their order to exceed their expectations!

KEY RESPONSIBILITIES

- Coach, manage, and develop a team of associates (5-10 members)
- Check in, organize and handle products. Prioritize workflow for fulfillment of customer requests.
- Communicate policies to your team and act as the primary information source for the team -maintaining compliance, consistency, and taking corrective action when needed
- Ensure a safe work environment for all associates
- Partner with the ownership team to establish and maintain quality control standards
- Develop performance goals and targets to achieve customer demand and ensure accuracy and quality

JOB ELEMENTS

- Stand/walk for up to 8-10 hours
- Walk in/and around the warehouse with great frequency; many facilities are over a quarter mile in length
- Access all areas of building (ascending and descending ladders and gangways safely, without limitation)
- Regularly bend, lift, stretch and reach both below the waist and above the head
- Lift and move items weighing up to 23 kg.

QUALIFICATIONS

- High School Diploma or GED
- Relentless attention to detail
- Strong leadership ability to motivate others in a deadline-focused environment
- Computer and technology literacy skills
- Verbal and written communication skills

We want you to join the team if you can check these boxes.

Hourly Pay Rate: \$18-20 per hour
Apply today at www.shipworx.co/careers.