

# Fulfillment & Delivery Team Member

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## Job Purpose Summary:

The Fulfillment and Delivery Team Member works with our production team to fulfill orders for private label accounts, deliver orders, and maintain our roasting facility.

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**Reports To:** Production Manager

**Status:** Full Time

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## Fulfillment

- Complete private label fulfillment tasks quickly and accurately, including filling/labeling boxes with different private label coffee products.
- Receive direction easily from Fulfillment Specialist to meet the requirements of a dynamic workplace.
- Communicate with Fulfillment Specialist, Production Manager, and production team to avoid mistakes and to work as efficiently as possible.
- Develop and demonstrate expertise with all aspects of private label order fulfillment.

## Delivery

- Demonstrate knowledge of delivery route and plan ahead for deliveries.
- Consistently confirm coffee orders with the invoice before delivering orders.
- When applicable, suggest changes to delivery routes to maximize efficiency.
- Demonstrate familiarity with wholesale customers and their delivery schedules.

## Product Knowledge & Teamwork

- Participate in coffee production tasks after deliveries, including bagging coffee, mixing blends, and keeping daily coffee inventory.
- Perform daily cleaning tasks to ensure a clean workspace and prepare for the next day's tasks.
- Develop knowledge of each coffee that Joe Van Gogh roasts and sells.
- Support production team through open communication at all times.
- When absent, plan to ensure responsibilities are delegated fairly to other staff members.

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## **Job Requirements**

- Excellent communication and teamwork.
- Strong self-motivation and ability to work independently.
- Ability to prioritize and manage time.
- Ability to work with spreadsheets and web-based platforms.
- Ability to work occasional nights and weekends.
- Ability to work on call.
- Criminal background check as required by JVG's institutional partners.
- A valid NC Driver's license.
- Prolonged, frequent ingestion of coffee and tea.
- Prolonged periods of constant repetitive motion.
- Prolonged periods of time on feet.
- Ability to lift 50+ pounds.

\*Please note this position prohibits the wearing of perfumes, colognes, or fragrances.

\*All Joe Van Gogh, Inc. employees are subject to a 90-Day Probationary Period.

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