

PRODUCTION AND FULFILLMENT SECOND SHIFT MANAGER



Job Purpose Summary:

The Production and Fulfillment Second Shift Manager oversees second shift private label fulfillment and processing of all second shift outbound orders. They also collaborate with the Roastery Operations Manager and production and fulfillment team members to fill orders, manage logistics, and maintain our roasting facility.

Reports To: Production Manager and Shipping/Fulfillment Manager

Direct Reports: Production and Fulfillment team members

Status: Part Time

Responsibilities:

Production & Operations

- Oversee and assist in all production during second shift
- Produce finished goods inventory (12oz and 5#) according to written pars and as directed by the PM
- Produce back-stock grocery cases as directed by the PM
- Assist in all any other production tasks that can be completed during the second shift, including blending, bagging espresso, and wholesale packaging prep
- Report production information to PM as necessary
- Become proficient in using Roaster Tools to complete production runs
- Assist in packing orders for delivery routes as necessary, as directed by Fulfillment & Delivery Specialist

Private Label Fulfillment

- Packaging coffee orders by customer.
- Print out and organize shipping orders each morning, assigning tasks to other team members when needed.
- Fulfill shipping orders for Joe Van Gogh and private label customers.
- Ensure that all orders are fulfilled accurately and in time for daily USPS and FedEx pickup.

- Ensure all team members helping with fulfillment are following proper fulfillment procedures (FIFO, tidy packing, etc.)
- Communicate regularly with Production Manager and Shipping/Fulfillment Manager to maintain product inventories and prioritize specific production when necessary.
- Ensure daily accuracy of “Finished Product” inventory, report discrepancies to Shipping/Fulfillment Manager
- Be aware of private label shipping materials and report to S&FM if an order is needed
- Assist S&FM to maintain and organize private label inventory at the Roastworks

Roastery Management

- Ensure compliance with Organic, FDA, and GMP standards at all times.
- Resolve problems, examine processes, and make changes to improve efficiency of second shift
- Maintain a clean and organized workspace; communicate about how space is used.

Production Team Management

- Contribute to hiring and onboarding process for second shift Production and Fulfillment team members.
- Hold regular one-on-one meetings with second shift Production and Fulfillment team members.
- Give feedback regularly and provide coaching to second shift Production and Fulfillment team members.
- Thoughtfully compile and present performance reviews; reference pay scale accurately.
- Utilize and file all human resources paperwork correctly.

Organic Compliance/Certifications

- Maintain compliance with Pennsylvania Certified Organics (PCO). This includes yearly renewals, yearly inspections and audits, submitting new products and labels, and ensuring organic handling and processing protocols are followed at all times.
- Maintain compliance with FAIRTRADE products by using FAIRTRACE by FLOCERT. FLOCERT is a portal we use to verify all Café Femenino purchases from OPTCO as FAIRTRADE.

Additional Responsibilities

- Check email at beginning of shift and respond in a timely manner.
- Take on new projects as directed by Roastery Operations Manager

Job Requirements

- 1+ year(s) production and shipping experience.
- Leadership/management experience preferred.
- 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 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 employees are subject to a 90 day probationary period

JOE VAN GOGH INC

505 MEADOWLANDS DRIVE, UNIT 101

HILLSBOROUGH, NC 27278

919.644.0111

JOBS@JOEVANGOGH.COM