



# Fulfillment Assistant

Classification: Nonexempt

April 24, 2018

Supervisor: Fulfillment & Inventory Manager

## Job Overview

---

### 2 Towns Vision:

We aspire to create craft cider that is accessible to the people, utilizing the most advanced cider making standards, and quality Northwest ingredients, without being afraid to do things a little differently. Much like our product, 2 Towns as a company is fun, unique, and filled with energy. Our crew is what makes what we do possible, and we are committed to fostering an environment of fairness, empowerment, and security.

### Job Summary:

2 Towns Ciderhouse is dependent on making sales and developing and fostering the relationships with our distribution partners to meet that objective. We are equally dependent on clear and consistent communication with our sales representatives that work alongside our distribution partners and leveraging our web portal platform to meet our sales objectives.

This position is responsible for communicating with our distribution partners, sales team, and production crew to maximize the volume of cider that can be shipped to each destination in order to meet our sales goals.

## Essential Duties and Responsibilities

---

Establish relationships with our distribution partners in order to secure and book shipments of cider based on recommendations of 2 Towns sales crew and distribution partner inventory levels and sales rates. Understand and manage web portal environment to ensure distribution partner orders are accurate and shipped. Communicate with production manager to confirm inventory available to order. Investigate and file claims for any damaged or lost shipments to distribution partners. Work with Accounting Department to confirm accurate invoicing. The Fulfillment Assistant is responsible for selecting the mode of transportation (when not handled by distribution partners), planning transportation routes, tendering the orders for transportation, and tracking shipments.

Core duties and responsibilities include the following. Other duties may be assigned:

## **I. Fulfillment**

- Schedule and coordinate shipping needs for all orders from the ciderhouse
- Coordinate with cellar manager the finished goods available for shipment
- Coordinate with regional sales managers to develop suggested sales orders
- Maintain contact with distribution partner buyers to recommend and finalize weekly orders
- Confirm and enter finalized sales orders via company's web portal or direct submission from regional sales representative
- Coordinate with 3rd party logistics supplier to schedule weekly shipments
- Track shipments and confirm timely arrival at destination
- Reconcile and approve for payment any invoices related to finalized shipments

## **II. Miscellaneous**

- Represent 2 Towns Ciderhouse courteously, accurately, and enthusiastically while on duty.
- Understand key logistics and inventory control concepts.
- Responsible for continual learning of advanced knowledge of our industry, especially cidermaking processes and sensory evaluation
- Participate in quarterly staff meetings and company-wide Cider Education events
- Represent 2 Towns Ciderhouse at the Annual Harvest Party
- Review own time cards on a regular basis
- Adhere to 2 Towns Ciderhouse safety policies and procedures at all times
- Observe and follow all policies described in the Employee Handbook
- Other duties as assigned

## **Desired Skills and Abilities**

---

- Integrity
- Attention to detail
- Self-starter that can work in a fast paced environment
- Time management
- Good written and verbal communication
- Task oriented
- Problem solver
- Willingness to learn industry specific compliance and production requirements
- Strong team player qualities
- Excellent organization and prioritization skills
- Willing and able to adjust to multiple demands, shifting priorities and demonstrate flexibility
- Ability to work as a team member as well as independently
- Ability to maintain confidential information
- Must be able to work outside of normal work hours occasionally\*

## **Required Minimum Qualifications and Experience**

---

- High School diploma or equivalent
- Two years' experience in a professional fulfillment role
- OLCC Alcohol Service Permit or ability to obtain one, paid for by the company

- Ability to use, or learn to use, SAP and industry specific add-ons
- Proficiency with Microsoft Office suite of products, particularly Excel and Word
- Valid Driver's License and acceptable driving record
- Have access to a working personal vehicle
- Able to sit for long periods of time
- Must be 21 or older
- Able to lift 35lbs with own strength or move 50lbs using a hand truck
- Able to kneel and stoop occasionally

## **Physical Demands**

---

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; walk; use hands to move cases, reach with hands and arms; stoop, kneel, crouch, or crawl; talk and hear; visually count.

## **Work Environment**

---

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of this position will operate in a professional office environment. This role routinely uses standard office equipment. Due to the traveling nature of this position (less than 10% of the position), some work will be done remotely.

## **Compensation and Benefits**

---

2 Towns Ciderhouse offers competitive wages that will be determined by experience and may include health insurance, monthly merchandise credit, 401k & profit sharing bonus opportunities, and paid time off. Benefit eligibility is dependent on job classification and hours worked. Complete details are outlined in the 2 Towns Ciderhouse Employee Handbook.

## **To Apply**

---

Please submit:

1. Your resume, and
2. A cover letter that addresses your experience working in a production/manufacturing setting, as well as any previous fulfillment experience, if applicable

to [jobs@2townsciderhouse.com](mailto:jobs@2townsciderhouse.com) by midnight on Sunday, May 6, 2018. Please, no phone calls about this position. Sorry, resumes submitted without cover letters will not be considered.

2 Towns Ciderhouse is an equal opportunity employer.