

**Job Title:**

E-Commerce Fulfillment Specialist

**Direct Report:**

Manager, Distribution and Operations

**Summary:**

The E-Commerce Fulfillment Specialist is a member of the Distribution Team that processes shipments in detail for Ripcord Brands which includes receiving incoming product from partners, sending inventory to Amazon via different channels, and fulfilling customer orders.

**Responsibilities and Duties:**

- Keep accurate records on incoming/outgoing products and report information to the Ripcord team
- Receive incoming shipments of product
- Manually scan products and creates product list if no shipment file is provided
- Unpack and sort incoming product and prepare for order pulling
- Create shipping plans to Amazon using a combination of Amazon software and Microsoft Excel
- Create picklist for using a combination of Amazon software and Microsoft Excel
- Repack select products into additional packaging to prep for shipping
- Pick and pack items into boxes according to shipment plan provided by Amazon, including packaging, taping, weighing, and stacking finished boxes
- Report products with shipping restrictions to E-Commerce Brand Specialist team
- Monitor and report shipping supplies so that healthy stock is maintained
- Monitor the reception of our shipments by Amazon via Amazon software and investigate/resolve discrepancies through Amazon Seller Support
- Process, sort, and organize incoming Amazon returns
- Submit return requests to select partners
- Process shipments directly from select partners to Amazon warehouses using a combination of Amazon software and Microsoft Excel
- Process customer orders from our local warehouse or directly from suppliers if necessary
- Participate in select projects and occasionally assist in cross-departmental tasks

**Skills and Requirements:**

- Excellent written and verbal communication skills
- Working knowledge of G-Suite products, Microsoft Office
- Strong attention to detail
- Strong organizational skills
- Thrives in a fast-paced, deadline- and data-driven environment
- Problem-solving nature
- Team player
- Must lift up to 60lbs with some regularity
- Must stand up to 7 hours daily
- Operate warehouse lift equipment (manual; no certification required)