



JOB POSTING: Distribution Centre Clerk

Title: Distribution Centre (DC) Clerk

Status: On-site, Full-time

Reports to: Senior Manager of Customer Experience / DC Team Lead

About the Company & Role

At St. Francis Herb Farm, we work hand in glove with nature to understand, nurture, and extract the healing compounds to be found in the plant world. We are multigenerational herbal artisans who have spent 35+ years researching and cultivating our knowledge and trade. Herbs are our abiding and passionate obsession. We also work closely with Canadian organic farmers who believe in a wholesome back-to-basics way of living and are as committed to it as we are. For more information, visit our website.

Reporting to the Senior Manager of Customer Experience / DC Team Lead, the **Distribution Centre (DC) Clerk** is responsible for day-to-day administrative duties of the DC including logistics, supply ordering, Amazon order execution and assisting in order fulfillment.

This position is **on-site**, we are looking for a Logistics Coordinator from the **Ottawa Valley** to join our team.

Duties and responsibilities

Shipping Coordination:

- Prepare and process shipping documentation, including bills of lading, packing lists, commercial invoices, and shipping labels.
- Frequent use of vendor portals (EDI) and carrier portals to update info.
- Coordinate with carriers, customer warehouses, and freight forwarders to schedule shipments and delivery appointments.
- Ensure accurate and timely delivery of products to customers.
- Adhere to safety regulations and guidelines in the handling and transportation of goods.
- Ensure compliance with international shipping regulations, if applicable.

Amazon Order Implementation:

- Receive and categorize Amazon Orders and enter into Amazon Seller Central.
- Internal product transfers in the ERP system and generate pick order.
- Generate product labels and all required shipping documentation.
- Ship products to Amazon warehouses complying with standards to meet deadlines.

Admin:

- Create labels for specific orders/generating barcodes.
- Shipping Canada Post orders and special projects.
- Provide tracking assistance and work with Customer Care team to support product returns.
- Work with quality to monitor customer returns and ensure timely processing.
- Monitoring and ordering supplies for DC including cardboard.

Order Fulfillment:

- Pick, pack, and ship orders according to customer requirements.
- Ensure the accuracy of order fulfillment and address any discrepancies.
- Collaborate with Team Lead and Customer Care to prioritize and fulfill customer orders.

Cross Training:

- Provide back-up support as directed by management.

Confidentiality and Workspace:

- Observe strict confidentiality regarding customer information, product information and company secrets. Ensure packaging area and personal workspace is clean and tidy.

Education & Experience Required

- Community College Diploma in office administration preferred. Equivalent in work experience will be considered. Logistics experience a plus.
- Computer skills: Experience with ERP systems, MS Office, Word, PowerPoint, Excel, Office 365 (email), shipping software and systems.
- Fluent in English (verbal and written proficiency).

Core Competencies

- Very strong computer skills and technical proficiency.
- Self-directed individual, able to work independently and effectively as a member of a team.
- Be able to anticipate issues and provide solutions.
- Coachable with the ability to learn new skills quickly.
- Willingness to go above and beyond when the demands of the business require it.
- Positive attitude with excellent written and verbal communication skills.
- Organized and detail orientated.
- An interest in learning about natural health and the power of plant medicine.

Working conditions

- Work schedule may vary, 40 hours per week based on the needs of the business and may include evening or weekend shifts.
- Core Hours: 7:30 a.m. - 4:00 pm
- Must be available on-site at 50 Lane Street, Barry's Bay ON

Physical requirements

- Alternating sitting and standing positions during the day.
- Use of telephone and computer.
- Required to lift/manipulate items up to 50lb, with larger items being manipulated by two personnel.
- Items requiring movement within the Distribution Centre include packaging materials, cartons and mailing/shipping equipment and supplies. Heavy lifting is not permitted without help from your colleague in discernment of weightlifting in the premises beyond the 50lb maximum.

What we offer

- Competitive Salary
- Paid Vacation Time
- Paid Personal Days
- Paid Sick Days

- Compensation includes Group Health Benefits Plan (Health, AD&D, Life, Employee Assistance Plan), available after the probationary period.
- Product Discounts
- Training and Development Support
- Social Activities

Application Information

To streamline our review process, we request that you submit your application materials in a single PDF document. This document should include both your cover letter and resume.

In your cover letter, please confirm that you are aware this role is onsite.

Qualified candidates are invited to submit their email in confidence to jobs@stfrancisherbfarm.com by the end of day **Feb 5, 2024**.

We know your time is valuable and we appreciate your participation. We thank all applicants for their interest in exploring employment opportunities with St. Francis Herb Farm, however only those selected for an interview will be contacted.

Applicants may be subject to a background check and must meet the security criteria designated for the position.

St. Francis Herb Farm is happy to provide employment accommodation during the recruitment process. Should you require any accommodation, please indicate this on your application and we will work with you to meet your accessibility needs.