



Job Description

Job Title: Fulfillment Manager

Location: Roswell, GA

Company Overview: We are a cold chain monitoring company that provides temperature monitoring solutions for the food and cold store industries. Our mission is to ensure the safety and quality of our client's products through innovative technology and exceptional service.

Job Description:

We are seeking a Fulfillment Manager to join our team in Roswell, GA. The Fulfillment Manager will manage a team of fulfillment associates responsible for planning, execution, and monitoring of the entire fulfillment process, including inventory control. The ideal candidate will have experience in cold chain logistics and a proven track record of managing teams and optimizing fulfillment warehouse operations.

Responsibilities:

- Responsible for planning Customer order fulfillment, inventory planning and forecasting considering product lead-times to ensure we can fulfill orders to Customer deadlines.
- Inventory management, control, and reconciliation monthly.
- Management of materials inbound & outbound.
- Manage and lead a team of fulfillment associates to ensure timely and accurate order fulfillment to plan.
- Develop and implement processes and procedures to optimize the fulfillment process, including inventory control, order picking, packing, and shipping.
- Monitor and analyze key performance indicators (KPIs) to identify opportunities for improvement and implement corrective actions as needed.
- Collaborate with cross-functional teams, including sales, customer service, and operations, to ensure efficient and effective fulfillment operations.
- Ensure compliance with all customer requirements related to their account.
- Provide leadership, coaching, and training to team members to foster a culture of continuous improvement and excellence.

Requirements:

- Bachelor's degree in business, logistics, or a related field or
- 3+ years of experience in fulfillment management, preferably in a cold chain logistics environment.
- Strong leadership and team management skills.
- Excellent administration & organizational skills.
- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills.
- Ability to work in a fast-paced, deadline-driven environment.