

FULFILLMENT AND SHIPPING ASSISTANT MANAGER

We're excited to be hiring a Fulfillment and Shipping Assistant Manager for a 12 month contract.

This position will allow you to put your customer service and problem solving skills to the test. Do you have what it takes to soar with the Eagle's Flight team? Are you up for the challenge?

This position will allow you to grow within a team who embraces and excels at strategic thinking and tactical execution. You will make a BIG impact and be recognized as a valuable team member throughout your journey with Eagle's Flight.

The Fulfillment and Shipping Assistant Manager will be responsible for leading a dynamic team in delivering absolute quality for every product that goes out the door. You will work with the Production Manager, and be part of a team who never lets you fail, and always has your back.

In this position, you will manage work flow within the production team, prep and pack a variety of Eagle's Flight training programs, manage inventory levels and help to coordinate and communicate session information.

In addition to that, you will be responsible for the preparation and shipping of Eagle's Flight program materials using a variety of shipping methods.

In order to be successful, you must be a quick thinker with the ability to adapt and change on the fly, while producing quality work and providing extraordinary customer service both internally and externally.



Sound like you? If so, find more details on the following page.

In This Role You Will:

- Work with the Production Manager, who will be on Maternity leave, to effectively run the production department.
 - Note - The Production Manager will be available a few hours each week to provide support and assistance as necessary.
- Utilize people management, problem solving, and process improvement skills.
- Effectively and efficiently respond to internal and external client inquiries; resolving any conflicts or problems that may arise.
- Manage orders and packing sheets for all individual and ongoing orders.
- Gather, prep and package facilitation product for core Eagle's Flight programs.
- Coordinate the flow of inbound and outbound shipments, while staying abreast of daily priorities and weekly transportation targets.
- Verify, troubleshoot, and clear any customs delays that may arise for a given shipment.
- Coordinate, track, and trace shipments daily.
- Manage daily shipping schedules for Eagle's Flight programs.
- Receive return shipments, quality check return them, and re-shelve reusable inventory.
- Quality control programs being shipped and returned.
- Work with interdepartmental teams to ensure clarity and accuracy of shipments.
- Maintain an organized and clean working environment.
- Provide exceptional customer service with a customer-centric mindset.
- Order and receive inventory for programs.
- Help other team members when needed and back up team members when on holidays.
- Process shipping invoices.

You Must Have:

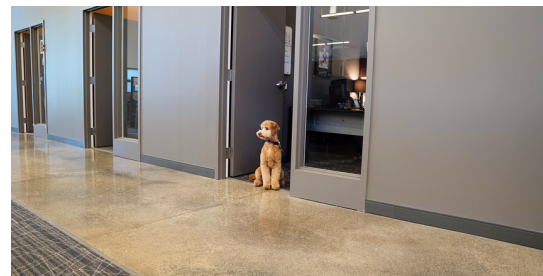
- University degree or college diploma in business, logistics or management an asset.
- 3-5 years of experience in management or as a team leader.
- Ability to effectively prioritize tasks to meet objectives.
- Ability to lead by example and motivate others.
- Ability to identify problem areas and apply solid problem solving skills in a team environment.
- Ability to ask clarifying questions.
- Ability to react quickly and efficiently in a fast paced environment.
- High attention to detail.
- Excellent problem solving skills.
- Ability to handle pressure with a positive attitude.
- Excellent organizational and time management skills.
- Exceptional customer service and communication skills.
- Ability to work independently but also as a team player.
- Proficiency in Microsoft Office.
- The ability to lift up to 60 pounds.
- Previous experience in shipping/receiving.

About the Team You'll Be Joining

*Exceptional Service · Absolute Quality · Genuine Friendliness
· Leadership Excellence · Ethical Profit*

Our team is renowned for the ownership they take in the quality of their work and delivering incredible outcomes together. As a result, we are a close knit team that is energetic, and collectively owns creating a positive environment. We do this through our strong commitment to our values.

Eagle's Flight employees who demonstrate high performance and commitment have the opportunity for career development and advancement within our team.



If this sounds like you, we'd love to hear from you!

To apply, please send the following **three things**:

1. Cover letter
2. Résumé

Applications can be sent to comesoarwithus@eaglesflight.com. Please include **Fulfillment and Shipping Assistant Manager** in your subject line.

We thank all applicants for their interest; however, only those selected for further consideration will be contacted. If you are a person with a disability and require accommodation to successfully apply, please email us to make your accommodation request.