



Position Description

Job Title:

Customer Support and Shipping Specialist

Reports To:

Client Services & Operations Manager

Summary:

As the last team member to touch any GOEX order, this position prioritizes the client experience double checking for accuracy and making sure we exceed customer expectations every time.

Essential Duties and Responsibilities:

- Provides quality control in reviewing all outgoing orders. Critical to achieving accuracy standards.
- Follows all outgoing shipment guidelines and triple checks orders for accuracy.
- Prints, picks and packs orders for fulfillment clients according to shipping guidelines.
- Receives and reviews incoming product including counting, comparison against packing list and quality checking. Reports discrepancies to the Operations Manager.
- Assists with pulling and prepping group apparel orders before printing. Reports discrepancies or inventory issues to the Operations Manager.
- Updates order statuses in systems per standard processes.
- Assists with post-press and provides additional quality control.
- Partners with Operations Manager in receiving & maintaining inventory (GOEX, outsourced & contract print items)
- Helps facilitate customer pickups maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Maintains order and cleanliness of Fulfillment area.
- Other duties as assigned.

Key Success Indicators/Attributes:

- Strong attention to detail (accurate) and follow-through
- Diligent and able to complete tasks in a timely fashion.
- Experience with fulfillment or inventory management helpful.
- Excellent interpersonal skills and exhibits confidence in interacting with others.
- Maintains courteous, professional and effective relationships with associates at all levels of the organization.
- Acts in the best interest of the team, organization and vision versus self.
- Is able to adapt quickly to change and is continuously looking for opportunities to improve efficiency and quality
- Possess strong time management and organizational skills.
- Has a commitment to excellence.
- Accepts responsibility for actions, projects, and results.
- Asks questions when doesn't know and can't find the right answer.
- Commitment and adherence to GOEX mission and values.