



## eCommerce Fulfillment Specialist - Job Description

### About Our Team

At Elevate Packaging, we're working to be a leader in sustainable packaging and to change packaging, for good! To get there, we need exceptionally talented, bright, and driven people. If you'd like to help us build the place which offers the best sustainable packaging solutions, this is your chance to make a difference. We're currently searching for a candidate with the right skill set for an eCommerce Fulfillment Specialist position in our West Loop office, which is a fast-paced environment.

### Core Responsibilities

- Ensure customer orders are fulfilled in a timely, precise manner and properly recorded.
- Assemble new business sample kits and efficiently organize sample materials in the warehouse space.
- Maintain eCommerce customer relationships by helping to process client quotations and transactions.
- Contribute to the implementation of systems for increasing eCommerce customer retention alongside other Client Services Team members.
- Manage vendor samples by informing key stakeholders of its receipt and ensuring it is documented.
- Assist the Marketing and Sales Team with special requests (i.e. expedited orders, sample requests, etc.)
- Maintain a safe, clean, and organized warehouse environment.

### Our Ideal Candidate is:

Highly Organized: Excellent prioritization skills and detail oriented

Communicative: Excellent interpersonal skills, with strong written/verbal communication skills

Technologically Savvy: Able to leverage computer software to more effectively complete assigned tasks

Driven: Takes personal pride in work quality and individual growth

### Requirements:

- 1-2 years of experience in office support, fulfillment, shipping, or inventory management.
- Prior experience with inventory management software such as Quickbooks and BigCommerce.
- A PLUS if mathematics is a personal strength or experience with CRM software.

### At Elevate Packaging, we offer

- Competitive salary, health benefits, paid vacation, holidays, sick leave, and opportunities for professional growth