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## Fulfillment Coordinator (Part-time)

### Position Summary:

The New York-New Jersey Trail Conference is seeking a Fulfillment Coordinator to administer the day-to-day operations of the Trail Conference Marketplace, both online and at our Headquarters; oversees order processing and fulfillment, inventory management, customer service and marketing of publications and other sales products, in accordance with Trail Conference policies and procedures; manages the front desk and its volunteers. This is a part-time position reporting to the Trail Conference's Advancement Coordinator.

### Responsibilities:

#### Order Processing

- Receive and process incoming publications and other sale orders (by phone, mail, online and in person) from customers including wholesalers, stores, libraries, clubs and groups, and individuals.
- Create and maintain customer and vendor accounts determining customer classification and status; calculating discounts, tax and shipping charges.
- Manage online presence for resale websites such as Amazon, including invoicing and shipping of products.
- Prepare invoices, contracts and ensure timely and accurate processing, posting and reconciliation of all invoices, payments, and receipts.
- Generate monthly and ad hoc sales reports.

#### Fulfillment

- Accurately and efficiently, pack and ship publication and product orders from stored inventory in accordance with specifications on order forms and sales slips. Complete order receipts, maintaining records of out-going orders.
- Ensure timely shipping of other items, such as newsletters.
- Requisition additional materials and supplies as required. Maintain Stamps.com account and shipping supplies.

#### Inventory Management

- Manage storage and tracking of inventory for all publications and other products sold by the Trail Conference.
- Ensure sufficient stock on hand for all products for order fulfillment and monitor the sales of publications and customer preferences to determine potential inventory requirements. Coordinate inventory and shipping logistics.
- Analyze and report inventory and fulfillment data as required.

#### Customer Relationship

- Build and maintain good customer relations with wholesale and retail distributors and vendors.
- Develop and implement marketing strategies for products with retail and wholesale customers, including seasonal sales and mailings to wholesale customers and customer groups.
- Maintain all publication order forms and web data.

#### Front Desk Support

- Provide training and guidance to office staff and volunteers in data processing and publications fulfillment when required.
- Manage front desk volunteers; training on answering phones, order taking and fielding questions from visitors.

- Manage front desk when volunteers are not present; answering phones, taking orders, greeting and fielding questions from visitors.
- Assist the Finance and Operations Department and the Advancement Team with the sorting of mail and the batching of received checks and credit card orders.

### **Desired Qualifications**

- Excellent written and verbal communication skills are essential.
- Strong organizational and time management skills and ability to manage multiple projects at one time.
- Strong computer skills.
- Ability to research market conditions and follow leads in appropriate areas to determine demand and potential sales opportunities.
- Ability to listen, give, and take feedback and learn.
- Must have a valid driver's license and reliable transportation.

### **Application**

To apply, please submit the following items via email attachments (start all attachment file names with your last name) to [jobs@nynjtc.org](mailto:jobs@nynjtc.org), subject line: *Fulfillment Coordinator: "Your Last Name."* All application materials will be kept confidential.

1. A professional resume
2. A cover letter addressing why you are interested in this position and why we should be interested in you
3. Contact information for three references

This position is available until filled. Candidate interviews will begin immediately and continue until an offer is made. **No calls please.** Check [www.nynjtc.org/job-openings](http://www.nynjtc.org/job-openings) to determine if the position is filled.

### **Employment Opportunities**

The New York-New Jersey Trail Conference provides equal opportunities to all employees and applicants for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, genetic disposition, neurodiversity, disability, veteran status or any other protected category under federal, state and local law. We pledge to uphold equality in our hiring and employment practices and to create an environment where everyone, from any background, can do their best work.

### **About Us**

For more information about the New York-New Jersey Trail Conference, please visit <https://www.nynjtc.org/about-us>