



JOB DESCRIPTION

Logistics/Order Processing Coordinator

Background

Garuda International's headquarters and warehouses are located in Exeter, California, a small town situated in the foothills of the Southern Sierra Mountain Range. In 2007 Garuda built a "Green" facility that is environmentally efficient and people-friendly. Our office features a large open-air atrium and a workout room/gym, locker-room/showers and a bike rack for employees that want to bike to work or exercise to help maintain good health.

Garuda's business serves the food, beverage, dietary supplement, cosmetic, pet food, animal feed, and agro-industrial industries by providing nutritional and functional ingredients to manufacturers around the world.

Being a smaller, growing company and working in competitive industries makes it essential that each employee is willing and able to do whatever tasks are needed at the time to keep the company competitive and growing successfully. We are a tight-knit team that cares about each other and cares about doing beneficial work in the world, while providing useful and meaningful products to our customers. We strive to conserve resources, reuse and recycle whatever we can with the intention of lessening our environmental impact on our world for the benefit of current and future generations.

The Position:

The place of work for the Logistics/Order Processing Coordinator at Garuda is at our headquarters, located at 180 West Chestnut Street, Exeter, CA 93221. You will report directly to the CEO/President, but will interface continually with the accounting, shipping/warehousing quality assurance and sales and marketing departments. This is a very "hands-on" position where you will be expected to enjoy getting involved and "getting your hands dirty"! You must be self-motivated and disciplined, take direction from others and manage your time well. You will be expected to think ahead, be extremely clean and tidy, organized, and punctual. We will encourage you to be innovative at improving current and future systems that will maintain and build the company's profitable growth. Our company culture expects that you genuinely care about what you are doing, care about the well-being of your colleagues and care about the customers we serve.

The Logistics/Order Processing Coordinator position will perform the following duties and additional duties as may be required from time-to-time, personally and in cooperation with others.

- Composing and typing emails to customers and prospects in various countries, including being responsible for following up with customers/prospects, particularly relating to shipments
- Compiling, organizing, and sending out literature and samples to prospects and customers throughout the USA and to many international destinations
- Updating our customer databases, shipping and tracking logs
- Printing shipping labels, filling out bills of lading and other shipping documents
- Answering phones and providing excellent customer service & sales support
- Preparing international and domestic bulk mailings

- Organizing and improving office systems and files
- Filing and retrieving literature and correspondence in paper and computer files
- Preparing international shipping documentation
- Purchasing products domestically and internationally
- Keeping the offices clean and organized
- Researching new suppliers, ordering samples & literature
- Order entry and collections
- Requesting freight quotations and preparing price quotes & proforma invoices for customers worldwide
- Preparation and shipping of samples for lab testing

Additional Important Skills:

Excellent English speaking and grammar skills

Highly organized with neat and tidy work habits

Familiarity with all office equipment (phones, fax, computers, copier, etc.)

Experience with IBM PC, including Windows, MS-Word, MS-Excel, MS-Access is very helpful

Good phone manner and skills

A team oriented caring attitude is imperative

Must be self-motivated, and willing to do any jobs required in a busy company

Able to lift 55 pounds and walk back and forth from office to warehouse to manufacturing facility throughout the day

Able to get along with and work with others - excellent communication skills

Must have a sensitivity to other cultures and be willing to learn – humility and a positive attitude are essential.

Administrative support experience

Other helpful skills:

Food industry experience

Health and natural products experience

Multilingual (Spanish and Chinese in particular)

International experience

Education/Experience:

A minimum of high school diploma or GED. College credits are a plus.