

ORDER FULFILLMENT TEAM MEMBER

Job Summary

This position's primary responsibility is to manage all aspects of material flow, inventory control, shipping, and receiving pertaining to StoneAge's customer orders. The Order Fulfillment Team Member will pull, issue, stock, receive and ship StoneAge products. The Individual in this position is to maintain an accurate accounting of material within these processes while exceeding customer's (internal & external) expectations. All duties are to be performed with the goal of continuous improvement in regards to quality, processes, production, efficiency, and personal growth. The individual in this position is expected to change gears quickly, flexing into any order fulfillment position needing additional resources or coverage.

This position reports to the Order Fulfillment Manager.

Essential Functions

- Work closely with Order Fulfillment Team Members to complete daily requirements.
- Determine hourly priorities by practicing excellent communication with team members
- Learn StoneAge's ERP system. Understanding the software is critical to all aspects of Order Fulfillment
- Pull, issue, receive and stock work orders for the assembly sections
- Stock inventory flowing out of the Quality Control department
- Receive inbound packages and materials from UPS, FedEx, and Freight Carriers
- Generate and maintain correct inventory shelf labels
- Perform and record inventory cycle counts
- Evaluate and correct inventory discrepancies.
- Create work orders for StoneAge tools and Automated Equipment
- Pick, double check, pack, and ship customer orders in the ERP system
- Maintain and improve picking accuracy
- Prioritize shipping workload to meet carrier deadlines using WIP dashboards
- Work closely with the sales team to provide freight quotes and answer shipping inquiries
- Identify and implement improvement opportunities
- Create work orders for small assembly, large assembly, kits and shop products using the ERP system
- Perform ongoing evaluation of warehousing needs with direct communication to manager for space, facility, and work environment requirements.
- Communicate resource issues to the Order Fulfillment Manager.

- Communicate time off requests to the Order Fulfillment Manager.
- Expected to work a consistent, dependable schedule with advance notice of time off requests whenever possible.
- Perform other duties and projects required or requested by the Order Fulfillment Manager.
- Function as a member of the StoneAge operations team, providing coordination and communication to improve the efficiency and effectiveness of the production, inventory, receiving and shipping processes.
- Be a team player.

Knowledge and Training Requirements

The Order Fulfillment Team Member must understand:

- StoneAge's ERP system
- Procedures for First-In, First-Out (FIFO) inventory method.
- Willingness to participate within a flexible work force.
- Have the ability to establish and maintain positive working relationships with other employees and to communicate and interact effectively with management and team members at all levels through both verbal and written means.

Other Information

- Must be able to stand for extended periods of time.
- Must be able to lift heavy loads using proper lifting techniques.
- Extended working hours may be needed at peak times or when short staffed.