PART-TIME ORDER FULFILLMENT COORDINATOR

BACKGROUND ON PROSPERITY CATALYST

Prosperity Catalyst (PCat) is a nonprofit, organized in 2012. Our mission is to incubate women-led businesses in distressed regions of the world. We do this by supporting, training, and inspiring women to become economically independent; building their business and vocational skills; assisting them to access finance; and connecting them to a for-profit export hub, which links them to local and global markets.

Iraq Program
In 2013, PCat launched a three-year program in Baghdad, Iraq, where it has trained and employed over 75 women to produce candles. In 2015 launched the Akkadian Collection, which has since sold over $130,000 worth of product in the US market. In September 2016, PCat was awarded a new grant to expand its operations in Iraq to serve Internally Displaced People (IDPs) in Kurdistan, many of whom come from areas held by ISIS. This program involved the employment of women entrepreneurs in the production of jewelry and quilts. Over the last two years, the program expanded to include a total of 6 locations across Iraq where we are delivering technical and business training to several hundred artisans the majority women who will be involved in the production of a new line of Akkadian products including embroidered cushion covers, pouches, bags, baskets, and jewelry.

Haiti Program
In 2013, PCat launched a women-led candle production and export company in Haiti called Fann Limye (Women Illuminated). Since then, we have provided business training to 72 artisan groups in and around Port-au-Prince. With assistance from international designers, PCat also helped the artisans to launch two lines of candles and jewelry. To gain access to better quality beeswax for its candles, PCat began training beekeepers in Western Haiti. To date we have trained 648 beekeepers, 65% of the women. PCat buys wax from the beekeepers to make candles for export. We are currently working on a large order of 8,000 beeswax tealights per month for 9 months for a large US wholesale buyer.

JOB DESCRIPTION

Prosperity Catalyst’s Order Fulfillment Coordinator will be a half-time contractor or employee who will be a key member of our small marketing and sales team, which is led by the Marketing and Sales Manager and also includes a part-time web and social media specialist. Prosperity Catalyst, which is certified through the Fair Trade Federation, sells both direct to customers through its e-commerce platform, www.catalystcollections.com, and to retailers, including museum stores, Globeln, and Simple Switch. The Order Fulfillment Coordinator will coordinate all the shipping logistics involved in getting our products from Haiti and Iraq to the US, will conduct a quality control assessment of landed artisan products, coordinate with a third party gift packing contractor to prepare products for sale, organize the transport of gift packaged products to our order fulfillment service provider in Southern Massachusetts, ensure that orders made by customers on Shopify are fulfilled in a timely and professional fashion, and track inventory and inform management when stocks fall low. This is a 20 hour/week, remote position, paying between $15 and $18/hr, which will require occasional site visits to our order fulfillment partners in Southern Massachusetts as well as to the cargo handlers in the Boston Area.

RESPONSIBILITIES

Coordinate with Field Offices in Haiti and Iraq to Ship Raw Materials to them and Products to US
• Assist the Haiti and Iraq Field offices to identify the most cost-effective shipping service providers (including air, ship, customs clearing agents, and US-based transporters and warehouses) between Port-au-Prince, Baghdad or Erbil and Boston or another city in the US.
• Guide the Program Staff in the procurement and shipment of product inputs to Field Offices.
• Ensure that shipments arriving in the US are packaged, labeled, and palleted per receiver’s guidelines.
• Track shipments en route.
• Coordinate with customs clearing agents and transporters to ensure that shipment arrives at designated location on time.
• Problem solve to address any unexpected logistical challenges en route.

Quality Control and Gift Wrapping
• Upon receipt of product at gift packing site or order fulfillment warehouse, review products for quality and consult with Sales and Marketing Manager if any products do not appear to meet quality standards.
• Ensure necessary gift-wrapping materials are on-hand when packaging subcontractor needs them.
• Coordinate with packaging subcontractor to have arrived products gift wrapped per Catalyst Collections standards.
• Manage the transfer of gift-wrapped product to Sprocket Express, our order fulfillment provider.
• Coordinate with Sales and Marketing Manager to define new SKU codes as needed.
• Print up SKU codes as needed.

Order Fulfillment and Inventory Management
• Monitor orders coming through Shopify, Amazon Handmade, Etsy, and retailers to make sure Sprocket Express fulfills them in a timely manner.
• Work with Sales and Marketing Manager to determine an ideal level of stock for Catalyst Collections products.
• Monitor stocks at Sprocket Express and let Sales and Marketing Manager and field offices know if stocks fall below a certain minimum.
• Maintain regular communication with Sprocket Express and solve problems as they arise, in discussion with Sales and Marketing Manager.
• Prepare quarterly inventory reports.
• Manage logistics of getting products and needed equipment to trade shows and events.

Customer Service
• Maintain excellent relationships with all customers.
• Respond to all customer concerns in a timely and professional manner to resolve issues.
• Monitor and manage customer complaints and inquiries for patterns that need to be addressed.

REQUIREMENTS
• Associate Degree with Business, Marketing, or Logistics focus preferred.
• At least 2 years of experience in sales and marketing logistics, shipping, and warehouse management.
• Proficiency in MS Office (Outlook, Word, Excel, PowerPoint) and internet browser software is required.
• Team player with the ability to work independently.
• Highly organized.
• Results and details oriented.
• Access to vehicle and ability to travel within Massachusetts as needed to coordinate shipments and visit gift packaging and order fulfillment partners.
• Can do attitude and proactive approach.
• Accepting that sometimes what can go wrong will go wrong, especially when dealing with difficult contexts such as Iraq and Haiti.
• Good sense of humor.

TO APPLY

Please send your resume/CV and cover letter to jackie@prosperitycatalyst.org by April 24, 2020.