



Rishi Tea & Botanicals
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Job Title: Fulfillment Supervisor
Department: Operations
Sub Department: Fulfillment
Reports To: Fulfillment Manager
Shift: Second
FLSA Status: Non Exempt
Travel: None

Summary

This position is an intermediate level position into Fulfillment at an SQF Level 2 certified food manufacturing facility and promotes a safe and efficient work environment through knowledge of the fulfillment and safety programs and commitment to a safe workplace for all employees. This role is responsible for ensuring that our fulfillment department is supervised during second shift, and is responsible of communicating key information across shifts, to train and coach employees to meet and exceed established metrics of the department. The Fulfillment Supervisor on Second Shift must be capable of thoroughly understanding each role and its performance expectations and have the ability and skills to assist with daily order processing. The Supervisor is expected to provide daily performance feedback and to present improvement opportunities to employees and management, and to enforce company policy on Second Shift. This position advances business ideas and promotes department efficiencies in order to meet company and department objectives. The Supervisor is an effective communicator acting as the Floor Liaison for the Sales Team and responds promptly to resolve inquiries.

Education and/or Experience

Required:

- 2+ years' experience as a Supervisor
- Experience in a fulfillment role or in a fulfillment or mail order department
- High School Diploma

Preferred:

- 5+ years' relevant experience
- Safety training
- Experience working in order processing or customer service
- Bilingual English/ Spanish
- Food safety training and experience working with food products
- An interest in tea and/or organic foods is preferred

