

## **Fulfillment Associate**

### **Elmwood Stock Farm, Georgetown KY USA**

Start Date: March 2023

Full-time, Monday-Friday 8:30am-5pm

Position reports to: Fulfillment & Customer Service Supervisor

The Fulfillment associate will assemble for distribution of the farm's USDA Certified Organic meats and other products to meet daily delivery schedules. Primary duties involve pulling and packaging frozen meat items to meet daily orders, physical product inventory management, electronic inventory management of packages, preparing items for shipping, and traveling to /from butchers for regular inventory restock.

This full-time, year-round position is for someone that loves responsibility and being organized, works well independently, and enjoys the satisfaction of consistency. Quality preparation of items for their intended destination is important to meet customer expectations, and attention to detail is essential in this position.

### **Job Responsibilities**

- In coordination with Fulfillment & Customer Service Supervisor, oversee inventory management processes and maintain accurate tracking, scheduling, distribution and reporting.
- Pack, label, prepare, and process orders of farm products for distribution at farmers markets, through CSA, on-farm sales, and for local delivery or shipping.
- Keep up-to-date records of product inventory to support sales and fulfillment.
- Communicate with team members to execute coordinated, accurate, and timely packing procedures.
- Coordinate with delivery drivers and other team members on distribution of orders.
- Identify and develop problem-solving methodologies to resolve issues that may arise.
- Operate commercial vehicles in compliance with local, state, and federal laws.
- Extend excellent customer service to all customers in all interactions.
- Be motivated to adapt to changing roles as this position develops over the seasons.
- Complete training and follow existing fulfillment processes; update standard operating procedures (SOP) for product fulfillment, inventory control, and packing for distribution.
- Become well-versed in the best practices for post-harvest handling of Elmwood organic meats, eggs, fruits, vegetables and pantry items.
- Be trained in Good Agricultural Practices (GAP) and maintain compliance with food safety standards.
- Gain knowledge on Organic Certification and maintain compliance during packing, transport, storage, and distribution.

### **Required Skills and Attributes**

- Possess excitement for being trained on meat quality standards, fulfillment and transport procedures, and product management processes with an expectation to gain and retain knowledge quickly.
- Positive attitude and desire to meet high expectations.
- Must be dependable, reliable, consistent, and on time ready to work.
- Excellent verbal and written communication skills.
- Good interpersonal skills and active problem-solving skills.
- Ability to listen actively and accurately take in and record basic information simultaneously.

- Strong organizational skills.
- Ability to work for periods of time in a highly dynamic and fast-paced system.
- Ability and willingness to be flexible and respond to changing circumstances and expectations.
- Able to maintain a polite, empathetic and professional attitude and manner.
- Technological skills: computer, printer, Google & Microsoft Office applications, and ability to learn more programs.
- Ability to load and unload items up to 50 pounds.
- Ability to work in cold conditions and in all weather, including precipitation, heat, humidity, and cold.
- Valid active driver's license with 3 years clean motor vehicle record.
- Adherence to company employee manual and terms of employment policy.

### **Compensation and Benefits.**

- Health insurance and workers compensation insurance.
- Retirement with employer match.
- Paid time off (8 days annually for new employees.)
- Chef-prepared home-cooked lunch each workday.
- 10-50% discount off eggs, meats, and surplus items.
- Mini size CSA produce share.
- Compensation of \$16 per hour.
- 60-day performance review.
- Professional development.
- Satisfaction of performing meaningful work providing nutritious, wholesome and safe food to individuals and families that are appreciative and dependent on what you do each day.
- Gain experience working in the commercial production and sales of USDA Certified Organic products.
- Opportunity for advancement including training in marketing, sales, and product development.
- Elmwood Stock Farm observes three paid holidays. Due to the perishable nature of foods the farm produces and distributes, the farm is not closed on other holidays.

It is expected this position would be scheduled Monday–Friday, 8:30am-5pm with the schedule adjusted based on finishing the task at hand, completion of order and distribution schedule, etc.

Elmwood Stock Farm

859-621-0755

<https://elmwoodstockfarm.com>