

Fulfillment Associate

Elmwood Stock Farm, Georgetown, KY, USA

Employment Type: Full-time, Monday–Friday, 8:30 AM–5:00 PM (with adjustments based on task completion and distribution schedules)

Position Summary

The Fulfillment Associate is responsible for assembling and preparing the farm's USDA Certified Organic meats and other products for distribution to meet daily delivery schedules. This position primarily involves pulling and packaging frozen meat items to fulfill orders, managing both physical and electronic inventory, preparing shipments, and coordinating with butchers for regular inventory restocks. Ideal candidates are organized, capable of working independently, self starting, and take pride in producing high quality work to meet customer expectations.

Job Responsibilities

Inventory Management:

- Oversee and maintain accurate tracking of product inventory through physical counts and electronic systems in coordination with the Fulfillment & Customer Service Supervisor.
- Keep up to date records of inventory to support sales and fulfillment operations.

Order Fulfillment:

- Pack, label, prepare, and process orders for farm products destined for farmers markets, CSA programs, on farm sales, local deliveries, or shipping.
- Collaborate closely with team members to ensure accurate, timely, and coordinated packing procedures.
- Coordinate with delivery drivers and other team members on order distribution.

Quality and Process Improvement:

- Prepare products with meticulous attention to detail to match customer expectations and quality standards.
- Identify issues and develop problem solving strategies as needed.
- Complete ongoing training on fulfillment processes and update standard operating procedures (SOPs) for product fulfillment, inventory control, and packing for distribution.
- Acquire expertise in post harvest handling of Elmwood's organic meats, eggs, produce, and pantry items.

Compliance and Safety:

- Ensure adherence to Good Agricultural Practices (GAP) and maintain compliance with food safety standards.
- Gain and apply knowledge of Organic Certification requirements during packing, transport, storage, and distribution.
- Operate commercial vehicles in compliance with local, state, and federal laws as required.

Customer Service:

- Provide excellent customer service in all interactions, ensuring that every item is prepared to the highest standard.
- Ensures each order is packed with care and attention to detail to provide a positive customer experience upon unboxing; understands that accurate, clean, and well-presented packaging reflects the quality and values of the farm.

Adaptability:

- Demonstrate flexibility and adaptability to changing roles and seasonal demands.
- Self-motivated and capable of working independently with minimal supervision; takes initiative to stay on task and maintain organization in a fast-paced environment.

Required Skills and Attributes

- Eagerness to learn meat quality standards, fulfillment procedures, and product management processes.
- Positive attitude with a strong commitment to meeting and exceeding high expectations.
- Dependable, reliable, and punctual.
- Excellent verbal and written communication skills.
- Strong interpersonal skills and proactive problem-solving abilities.
- Attentiveness to details with the ability to listen actively and accurately record information.
- Well developed organizational skills suitable for a dynamic and fast-paced environment.
- Willingness to adapt and respond to changing tasks and expectations.
- Proficient with technology, including computers, printers, Google & Microsoft Office applications, and the capacity to learn additional software as needed.
- Physical ability to load and unload items weighing up to 50 pounds.
- Capability to work in varied weather conditions, including cold, heat, humidity, and precipitation.
- Valid, active driver's license with a minimum of 3 years clean motor vehicle record.
- Commitment to adhering to the company employee manual and employment policies.

Compensation and Benefits

Hourly Wage: \$18 per hour

Performance Review: 60-day performance review period

Insurance: Health insurance and workers' compensation insurance

Retirement: Employer matched retirement plan

Paid Time Off: 8 days annually for new employees

Discounts: 10–50% discount on eggs, meats, and surplus items

CSA Share: Mini size CSA produce share