

New Hire: Warehouse Coordinator, Wholesale, Tea Tend – Approximately 30 hours \$16-18

The primary purpose of this role is to manage our wholesale shipments, communicate efficiently with our wholesale customers, and deliver orders locally. Must be able to foster relationships, and develop accounts. Communication and efficiency are key. In order to understand and represent our products we ask that you tea tend one shift.

1. Flexibility, prioritization and able to attend to all other duties as needed (bagging/tasting)
2. 4.5 hours Tea Tending: TBD

- Customer service is #1, serves tea efficiently, timely and with kindness
- Maintain retail space

- a clean bar and working surface
- chai mix, lemonade, cold water ready
- tea of the day selection, chilled tea list
- stock to go supplies as needed
- clean food trays, food stocked
- retail space stocked, clean, presentable, organized
- answers phone
- understands teas and can communicate to others about the teas
- knows nuances about certain teas and can communicate nuances to customers
- researches tea as needed for blogs, tea tastings and web content
- able to communicate and bag retail tea behind the bar at the same time
- print and revise labels as needed
- stock bags

- dishes washed continuously
- answers phone
- consistently, efficiently and thoroughly complete all opening and closing tasks

3. 25 hours Wholesale Coordinator and Warehouse

Wholesale Coordinator includes:

1. Accurately receive incoming shipments and documentation
2. Take wholesale orders via phone, email, text, etc.
3. Generate QB invoices
4. Fill and ship orders
5. Process payments accordingly
6. Maintain shipping and receiving logs daily
7. Manage staff as needed
8. Efficiently deliver orders and transfers between WH and tea shop; local wholesale maintenance
9. Work with others to coordinate and deliver orders without error or delay

10. Maintain/communicate account needs to owners
11. Bug/rodent compliance (2x monthly, annual training),
12. BlueOx maintenance: change out end filters, middle filters and center filter as needed
13. Clean workspace daily; complete warehouse closing checklist daily

Warehouse includes:

1. Oversee the overall flow and function of the warehouse.
2. Order dry goods as needed.
3. Coordinate with Blender for overall maintenance and compliance in the warehouse.