



Order Fulfillment Associate Levels I and II

Department: Shipping

Classification: Full-time, Hourly

Reports To: Shipping Supervisor



ALL ABOUT LAKE CHAMPLAIN CHOCOLATES

Born from a dare to do better, we at Lake Champlain Chocolates are driven by our passion to change the world one delicious piece of chocolate at a time. Since the first truffles we made in 1983 to our Five Star Bars® rolling off the line today, our goal has always been about combining creativity and craftsmanship, while sourcing only the best ingredients to create premium chocolate that is truly unforgettable. We infuse passion, integrity, and an unrivaled commitment to community in everything we do to make the world a better and more joyful place. Every employee's contributions make our company what it is today: a warm, welcoming, inclusive and successful certified B Corporation® committed to being a force for social and environmental good. We are committed to making a positive impact on our local and global communities through the choices we make sourcing materials and while operating our facilities and stores. Our community of employees work hard, care about each other, care about the integrity of our products, and share a passion for delicious confections.

POSITION PURPOSE – WHAT YOU WILL DO

As an Order Fulfillment Associate at Lake Champlain Chocolates, you will be responsible for picking products throughout the warehouse, packing product into shipping packages, preparing LTL shipments, and processing shipments out for distribution. You'll verify customer orders and paperwork for accuracy and ship product to the customer in the safest, most efficient manner to ensure high quality.

As a Level 2 Associate, you will also manage leadership responsibilities, equipment operation, and demonstrate proficiency in critical warehouse functions.

THE WHEN AND WHERE

Your regular schedule will be full-time at 40 hours each week in our clean, vibrant factory space in Williston, Vermont. Overtime & some weekend hours may be required during our peak seasons. We value your health & wellness, so we offer many programs to keep employees healthy & engaged & recognize them for the important work that they do.

YOUR RESPONSIBILITIES AND CONTRIBUTIONS

LEVEL I

- Uses RF scanner or manual processes to pick orders following stock codes listed on pick tickets.
- Follows product rotation procedures (first in, first out) or customer shelf-life requirements when picking.
- Double checks orders for inaccuracies before shipping to customer.
- Communicates any shortage or stock outages to scheduler, shipping team leader or manager.
- Communicates any quality issues to Quality Assurance Team and/or shipping supervisor.
- Maintains thorough knowledge of all processes and equipment.
- Reports any equipment problems to maintenance team and/or shipping supervisor.
- Transfers products from warehouses with handheld system when required.
- Packs orders in such a way that ensures safe delivery to our customers.
- Follows LCC shipping guidelines or customer guidelines when requested on paperwork.

- Maintains thorough knowledge of shipping manifest software and equipment.
- Ensures orders are completed in an accurate and timely manner.
- Ensures that established policies, rules, regulations, and safety procedures are followed.
- Interacts with teammates and recommends process improvements that will benefit our customers and LCC.
- Communicates in a courteous and professional manner and provides timely and accurate responses. Holds a customer-focused perspective and provides assistance concerning customer pick-ups or phone requests.

LEVEL 2

Minimum of 2 years of experience in Level I tasks; additionally,

- Oversees wholesale and/or mail order shipping functions. Directs and trains seasonal employees and temporary staff regarding daily duties.
- Maintains cross-training in all shipping functions and serves as back-up to the shipping supervisor.
- Serves as a back-up to critical warehouse functions including but not limited to driving (deliveries & pickups), forklift operation, receiving and warehouse work.
- Receives and maintains certification to operate forklift and electric pallet jack.
- Maintains a valid Vermont driver's license and keeps driving record in good standing.

OTHER IMPORTANT RESPONSIBILITIES (LEVELS I & II)

- Assists with month end inventory counts.
- Ensures that work area is clean, secure, and well maintained.
- Assists other departments as needed.
- Performs other duties and assignments as directed by management.

SUCCESS FACTORS FOR THIS ROLE

- Shipping operations are performed in a timely, productive way and are in accordance with Company policies, procedures, and quality standards.
- Good communication and effective working relations exist with Managers and other workers.
- Paperwork and systems transactions are completed in an accurate and timely manner.
- Management is appropriately informed of area activities and significant problems.
- Suggestions for a more efficient shipping or storage process are provided.

WORK ENVIRONMENT

- Warehouse environment is cool, air conditioning-controlled.
- Must be able to use all job-related computer hardware and software.
- Must be able to stand/walk for prolonged periods of time.
- Must be able to exert up to 50 lbs. of force occasionally, 30 lbs. frequently, and 10 lbs. constantly.
- Understand that worker and food safety is the responsibility of every employee and always work in a safe manner.
- Exemplify company values and look for ways to reduce, reuse and recycle.
- Strive to continually improve our processes and reduce our environmental impact.
- Be positive, cooperative, and professional with all employees, consumers, and vendors.
- Ability to follow directions and ask clarifying questions when unclear in order to master your role.

WHAT LCC OFFERS – OUR CULTURE

- An inclusive workplace where diversity is championed
- Excellent health, dental, vision and 401K plans
- Ample paid time off
- Competitive compensation with eligibility for annual pay increases
- Wellness benefits such as chair massages, monthly healthy snacks, and recognition lotto
- An abundance of free chocolates, daily

As a community, we expect and encourage our employees to make positive contributions to the Lake Champlain Chocolates' culture by aligning personal behaviors with the company's vision, mission, and core values. We consistently AMAZE our customers; VALUE and encourage team member excellence and well-being; CARE for our community and environment; and GROW through innovative leadership, planning and execution. We respect individual initiative and creativity, demand attention to detail, and strive for the highest measures of quality in all that we do. It is through dedication to this vision that Lake Champlain Chocolates can become the gold standard of gourmet chocolate.

QUALIFICATIONS

EDUCATION AND KNOWLEDGE REQUIRED:

High School graduate or equivalent; a strong understanding of warehouse functions, procedures, and standards; knowledge of quality control standards and systems; working knowledge of HACCP and GMPs; at least two years of experience in a warehouse setting; clean driving record

KEY SKILLS AND ABILITIES:

- Must become familiar with and follow all company and handbook policies and procedures.
- Enthusiastic, pleasant, and positive personality.
- Honest with a high degree of integrity and able to use tact and maintain information confidentiality.
- Able to give, receive, and act on feedback.
- Able to work well with and support others and to build and maintain positive employee relations.
- Well-organized, accurate, and strong attention to detail.
- Effective speaking, presentation, and written communication skills.
- Proficiency in copier, fax, computer, telephone, and other basic office equipment.

In accordance with the American with Disabilities act, requirements may be modified to reasonably accommodate disabled individuals. Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.