

## Order Fulfillment Coordinator

### Position Description

Throughout the season, staff at the High Peaks Information Center (HPIC) are responsible for interacting directly with the high volume of visitors to the Heart Lake Program Center, providing accurate information on trails, conditions, and local regulations. They encourage responsible recreation practices, rent equipment, assist with retail sales, keep the facilities clean, and talk about how ADK helps to protect the Adirondacks through education and stewardship.

The Order Fulfillment Coordinator position is a multifaceted position. Duties related to Order Fulfillment are fully the responsibility of this position, while also providing support to the High Peaks Information Center (HPIC) Guests and Staff. The primary functions of the Order Fulfillment Coordinator are to handle ADK's webstore and commercial account fulfillment needs. The Order Fulfillment Coordinator is also responsible for interacting with guests, and carrying out front-of-house duties at the HPIC, such as POS transactions, greeting guests and providing area information, answering phone calls, and restocking the sales floor.

### About the Adirondack Mountain Club

ADK works to protect New York State wild lands and waters by promoting responsible outdoor recreation and building a statewide constituency of land stewardship advocates. Since 1922, the organization has worked to increase access to the backcountry by building trails, conserving natural areas, and developing a stewardship community that supports the ethical and safe use of New York's outdoor spaces. A member, donor, and volunteer-supported organization, ADK reaches across New York through its 27 chapters to inspire people to enjoy the outdoors ethically.

### KEY RESPONSIBILITIES

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#### Order Fulfillment—50%

- Process Webstore customer orders in a timely manner through accurate picking, packing, and prompt shipment.
- Process Commercial Account orders, manage all related order tracking and related invoicing.
- Initiate, support, and follow through on the return or replacement of damaged or missing merchandise.
- Monitor Commercial Account sales, develop and maintain relationships with Commercial Account representatives.
- Monitor/follow-up on Commercial Account past due accounts.
- Maintain computer shipping records; keep shipping software current, track rates and regulations of shipping providers. Process and coordinate returns and transfers.
- Monitor/maintain Webstore to ensure an accurate depiction of available merchandise.

- Ensure the efficient operation of shipping/receiving area. Keep shipping procedures and vendor shipping manuals/procedures up-to-date, and train back-up personnel on basic Order Fulfillment operations.
- Maintain inventory in a manner that minimizes errors and losses due to damage.
- Provide sales, inventory, postage use, and other reports as requested.
- Communicate with and update Communications/Publications and Digital Marketing Coordinator on a regular basis.

### **High Peaks Information Center Support (HPIC)—40%**

- Provide a welcoming atmosphere for visitors recreating from the Heart Lake Program Center.
- Educate visitors on rules and regulations specific to the High Peaks Wilderness Complex and adjacent outdoor spaces.
- Perform Point of Sale transactions and answer phone calls.
- Assist with the instruction, care, and renting of equipment.
- Become familiar with retail offerings to promote sales
- Assist with checking in orders and labeling merchandise.
- Provide information on gear items we sell and be able to demonstrate how to use them.
- Restock and merchandise the sales floor.
- Assist with cleaning tasks when required.

### **Membership/Development and Communications/Publications Support—10%**

- Assist Membership/Development services with inquiries and issues via phone and/or email as needed.
- Assist in distribution of Membership/Development and Communications/Publications premiums, incentives, and sample publications as requested.
- Assist Communications/Publications with creation and marketing of ADK publications as they are produced.
- Utilize excellent customer service and communications skills.

## **QUALIFICATIONS**

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- A passion for outdoor education and a commitment to the mission, values, and vision of the Adirondack Mountain Club.
- Excellent customer service skills. Especially proficient in dealing with a diverse public in a pleasant manner on the telephone, via email, and in person.
- Knowledge of the High Peaks Wilderness Complex, the mission of the Adirondack Mountain Club, and Leave No Trace Wilderness Ethics is highly preferred.
- Retail and/or Customer Service Experience is highly preferred.
- Proficiency using Microsoft Office Suite, shipping and POS software programs.
- Experience handling credit card transactions, point of sale (POS) systems, and cash is strongly preferred

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- Proven ability to plan independently, organize, schedule, coordinate, and make decisions related to assigned duties independently when needed.
- Ability to follow oral and written directions; work effectively with others; interpret and apply organizational policies and procedures.
- Ability to lift boxes weighing up to fifty pounds.
- Ability to work on ladders in stock area when necessary.
- Experience in or exposure to a not-for-profit work environment is a plus.
- Willingness to assist with other essential tasks as required.
- Understanding of and interest in the mission and goals of the Adirondack Mountain Club.
- Must have a valid NYS driver's license.

## **CLASSIFICATION AND WORK SCHEDULE**

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- Non-Exempt, full-time position, based on a 40 hr/week schedule.
- Work schedule: TBD based on business needs, requires work on holidays and weekends.

## **BENEFITS AND COMPENSATION**

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**Reports to:** High Peaks Information Center Manager, Director of North Country Business Operations

**Works with:** Sales Strategist Coordinator, HPIC Staff, Member Services

**Classification:** Full-time, non-exempt

**Dates:** Effective Immediately

**Salary/Wage:** Starting at \$19.00/hr, Onsite housing may be available for a deduction.

**Benefits:** Training provided, paid vacation and holidays; matching contribution to 403b; no-cost health, vision and dental; free ADK workshops, discounts on store merchandise and rental equipment.