



**GoRescue**<sup>TM</sup>  
*a family of lifesaving brands*



**Logistics Coordinator**  
**Positional Plan**  
**FULL-TIME**

Email your Resume / CV to  
[Lynda@GoRescue.com](mailto:Lynda@GoRescue.com) with a  
paragraph of why you think you are the  
BEST fit for the position.

**OPEN UNTIL FILLED**

## **Mission**

To empower and equip people with lifesaving solutions by making their experience easy, engaging, and effective.

## **Vision**

Deliver exceptional lifesaving solutions.

## **CORE Values**

Honor God  
Excellence in service  
Balanced living  
Stewardship through accountability

## **Motto**

Lifesaving Made Easy <sup>TM</sup>

## **Position Objective**

### **Logistics Coordinator**

Excel in delivering logistical coordination and support with the Customer Service + Fulfillment Team by implementing the best in customer + team support through customer service / support, shipping, warehousing, inventory management, facility cleaning + maintenance, growth initiatives, instructor back-up, and operational coordination.

## **Job Description**

The Logistics Coordinator (LC) will focus on accomplishing the company's vision of sustainable growth through servant leadership, strong communications, and outreach. This position requires a business / entrepreneurial approach to our operations while using customer-centric strategies. An excellent command of logistics is a must. This position is tasked with fulfilling all warehousing, shipping, facility maintenance / cleaning, customer service, and special projects. This includes answering inbound communications including calls, emails, and chats, providing operational support and back-up fulfillment for our team(s), shipping, warehousing, inventory management, project management, and other tasks as assigned.

Additionally, the Logistics Coordinator will serve as our Facilities Coordinator ensuring our facility is well maintained, clean, and operational. The ability to multi-task and manage multiple requests, methods of communication, and projects is essential while maintaining attention to detail. Displaying a positive, can-do attitude in all situations will prove successful in this position. This position will own the areas of warehousing, shipping, facilities, and special projects. Finally, development and maintenance of personal relationships with our team, vendors, clients, and stakeholders is a must.

## **Qualifications**

This coordinator-level role must be staffed by a competent and qualified professional able to make critical decisions, manage resources, lead people, and work as part of a dynamic, growing team. Accordingly, the minimum qualifications of a successful candidate include:

- A demonstrated passion for our company's mission, vision, and CORE values as well as passion to fulfill this specific job function every day
- Ability to be flexible in managing time for fulfillment of job responsibilities
- Ability to manage warehousing, shipping, and facility operations daily – including shipping, receiving, unloading, cleaning, light repairs, and project management
- Two (2) years experience in a position conducting support, logistics, coordination, communication, and task fulfillment
- Associates degree or equivalent amount of post-secondary education (highly preferred) (i.e. associates degree, paramedic training, specialty certification, etc.)
- Ability to type a minimum of 35 WPM

- Ability to successfully communicate well with internal and external stakeholders
- Ability to successfully manage scheduling logistics on multiple platforms with multiple parties
- Ability to manage warehousing for a wide variety of products, SKUs, and items
- Ability to implement inventory management strategies and solutions to account for all inventory items
- Ability to coordinate with vendors, shippers, clients, and team members to ensure fulfillment of orders
- Ability to apply knowledge, skills, and abilities to critically think-through and troubleshoot logistics, problems, and issues to successful resolutions
- Excellent attention to detail
- Excellent time management ability
- Ability to serve as a back-up instructor to teach training deliveries as assigned with start times between 7A – 3PM M-F
- Ability to travel as needed for the benefit of the company

#### **Priority Responsibilities – Warehouse + Shipping + Facilities + Project Management**

- Process and fulfill all orders in the warehouse using shipping carriers daily by 12PM Central deadline for all received orders that are in-stock
- Prepare bulk inventory items into retail kits (i.e. first aid student bags, bleeding control kits) for orders
- Assist Customer Service Team with overflow of phone calls / chats / emails
- Receive products and enter inventory
- Organize and keep clean / safe warehouse / all facilities
- Manage and utilize inventory management system to ensure 100% accountability of all products and items
- Ensure company facilities are cleaned + maintained according to maintenance plan daily, weekly, monthly, and annually
- Ensure supply levels for facilities are maintained according to supply plan

#### **General Responsibilities (all)**

- Assist in delivery of products to clients as needed
- Serve supporting role to team including customer service and training services
- Serve as back-up instructor for courses whereupon all other options have been exhausted – with start times 7a – 3 M-F. Any class opportunities taught after-hours or on weekends are strictly optional and paid as a contractor at regular contractor rates.
- Manage building safety + security initiatives
- Assist with walk-in client needs and event set-up including classes, meetings, etc.

- Promote additional offered services, including sales of AEDs, AED program management software/apps, instructor supply purchases, and other student / client focused products / services
- Optimize organizational efficiency through cost-saving measures, additional profit centers, etc.
- New hire onboarding assistance
- Be available to travel as needed for the benefit of the company
- Be available to attend weekly, monthly, and bi-annual training, company meetings/activities as needed
- Provide fresh ideas for the growth of our company
- Attend exhibits / training-related functions as needed
- Provide timely project fulfillment for any and all assigned projects
- Provide regular status updates / reports to company leadership as requested
- Complete AED installations, product delivery / installations, AED inspections, and product/service orientations as needed
- Serve as the show captain for various marketing opportunities around the region if needed
- Promote client retention through relationship maintenance
- Assist on special projects as needed

### **Reporting**

This position reports directly to the National Operations & Fulfillment Director. The National Operations & Fulfillment Director will provide guidance and oversight regarding inventory, warehousing, and shipping needs. There are no direct subordinates of this position.

### **Hours**

As a salaried employee, this position will primarily work during our normal business hours, Monday - Friday, from 830AM - 430PM at our HQ. Ensuring all positional responsibilities are complete by deadlines may necessitate extended working hours as meeting deadlines and positional expectations is fully expected as part of this position. This position is expected to provide after-hours support by phone, text, and email as needed. The position will serve one (1) rotation on-call after hours per cycle outside.

### **Goals**

Attainment of these three (3) objectives are foundational to this position:

1. Provide 100% accurate fulfillment of daily warehousing, shipping, and facility responsibilities, including all orders shipped same-day if received by 12PM CST and in-stock
2. Provide accurate and on-time completion of all assigned projects
3. Serve as back-up instructor as needed M-F with class start times 7A-3P

## **Compensation**

The positional compensation plan is as follows:

- Competitive base salary
- 20% commission incentive for new sales generated and closed by this position on outbound sales calls for new clients not already serviced by GoRescue (does not apply if another salesperson is involved in the sale)
- Training site recruitment bonus

*Commission totals must be tracked by this position, audited, and submitted to the NOFD for approval and payment.*

## **Benefits**

- 401k + employer match of 3%
- 15 Days Paid Time Off (PTO)
- Blue Cross Blue Shield Health, Vision, & Dental insurance – 100% single coverage
- Company-issued computer / equipment / supplies
- 11 paid company holidays (12 if participating in on-call rotation)
- Paid day off for birthday (if position fulfills required on-call rotations)
- Paid company travel
- Free snacks + drinks at the HQ
- Company-issued uniforms / apparel
- \$50/month phone and technology stipend (\$600/yr benefit) - must maintain company voicemail and expected to take on-call rotations and after-hours support
- Company-assigned AED and bleeding control kit

## **Travel**

- Travel costs (hotel, airfare, ground transport, meals) will be provided when traveling overnight
- Fuel reimbursement will only be provided when completing field work