



GoRescueTM
a family of lifesaving brands



Logistics Coordinator
Positional Plan
FULL-TIME

To apply, please send your resume/ CV and a detailed paragraph of #1) why you want to work for GoRescue, #2) how your knowledge, skills and abilities will benefit GoRescue, and #3) what you are most passionate about to: HR@gorescue.com

All emails will be responded to – if you are considered for the next steps, our team will reach out to schedule those with you.

ALL EMAILS MUST BE SUBMITTED NO LATER THAN Monday, December 23, 2024, at 12PM Central Time.

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™

Position Objective

Logistics Coordinator

Excel in delivering logistical coordination and support with the Operations + Fulfillment Team by implementing the best in customer + team support through customer service / support, shipping, warehousing, inventory management, facility cleaning + maintenance, growth initiatives, 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 manage warehousing, shipping, and facility operations daily – including shipping, receiving, unloading, cleaning, light repairs, and project management
- Ability to lift up to 50 pounds, bend, stand for extended periods, kneel, and maneuver around the warehouse and with equipment
- Two (2) years experience in a position conducting support, logistics, coordination, communication, and task fulfillment
- Associates degree or equivalent amount of training (preferred)
- Ability to type a minimum of 45 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 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
- Clean and maintain facilities according to cleaning and maintenance plan daily, weekly, monthly, and annually
- Maintain and make maintenance plan for company vehicles
- 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
- 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. Maintain and clean facilities and vehicles

Compensation

The positional compensation plan is as follows:

- Great hourly base pay
- Commission opportunities if interested

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)
- Cigna Health, Vision, & Dental insurance - single coverage and family coverage options with company paying 73%+ of premiums
- 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