



Product Fulfillment Specialist

Company Overview

GlobalOne Pet, Inc. is a rapidly growing consumable pet products company located in Aliso Viejo. Since our founding in 2009, our business has seen steady and consistent growth year over year. In 2021 the business more than doubled in revenues and profits. We are an agile team with a startup mentality and set ourselves apart from our competitors through our product innovation, excellent attention to detail and execution, and superior customer service. Our primary brands are Canine Naturals®, Rewardables®, and Luke & Mike's™ as well as private label brands for key retailers. Our primary product lines: Hide Free Rawhide Alternative products and Natural Parts, are key growth categories for treats / chews in our industry. We are a seasoned team that loves pets and our entire focus is developing innovative and healthy products for pets. We're looking for bright, energetic, and talented individuals who are ready to learn and want to grow with this high growth entrepreneurial business.

Position Summary

The Product Fulfillment Specialist is responsible for an assigned group of customers and for ensuring those customers receive excellent service from the Company. This will include on-boarding new customers, order processing, problem resolution, damage claims, freight coordination, and invoicing. This person will also be responsible for researching, selecting, and supervising freight companies in order to ensure timely and accurate order delivery. The person will also direct warehouse personnel regarding inventory allocation decisions, shipment details and priorities, and disposition of damages or returns. This position reports directly to the Director of Operations.

Responsibilities:

1. On-board new customers in various customer specific platforms and QuickBooks systems
2. Develop and maintain strong relationships with customers and warehouse personnel
3. Direct freight companies and warehouse personnel to meet customer requirements
4. Invoice customers, resolve an issues including shortages or damages
5. Analyze freight companies to determine best options based for customer requirements and costs
6. Negotiate with freight companies on price and delivery
7. Investigate and negotiate resolution of any customer issues
8. Monitor, analyze, and report inventory levels internally and with outside warehouse locations
9. Recommend adjustments to inventory levels based on analysis
10. Special projects and other duties and tasks as assigned by Director of Operations



Qualifications:

1. 3 to 5 years of experience working with national retailer customers
2. EDI experience preferred
3. College degree a plus
4. Strong written and verbal communication skills
5. Positive “can do” attitude and solid work ethic
6. Organized, detail oriented, and customer service focused
7. Ability to work in a fast-paced environment
8. Proficiency in all Microsoft Office applications
9. Experience with QuickBooks is a plus