



Operations Coordinator Job Description

ABOUT US

Green Shutter is an innovative beverage solutions company that operates a warehousing & blending facility focusing on tea, coffee & botanicals. Our business is new, but our story rich, vibrant & cherished, much like our beverages.

The roots of GS can be traced back to the roaring city of New Orleans, which we still call home today. Established and owned by the distinguished Westfeldt family, GS is an extension of their ongoing passion & commitment to quality beverages, community & disruptive innovation. As highly successful coffee entrepreneurs for over 150 years, GS adds a new 21st century chapter in world class customer service, exceptional quality, and exciting beverage experiences.

POSITION SUMMARY

We are looking for a highly motivated Operations Coordinator (OC) with the desire to make an impact on a rapidly growing novel business. If you are a process driven leader that thrives on teamwork and communication that enjoys owning the most granular aspects of a warehousing and production operation, then we encourage you to apply!

The OC will manage the day to day operations across two warehouses (40,000 and 49,000 sqft), including a manufacturing space for tea blending and packaging. The OC will manage our tea blending production team and be heavily involved in Production Planning, Equipment Maintenance, Process Improvement, and Supervision.

The OC will manage a diverse workforce, encouraging cooperation, productivity, and teamwork to enhance the daily efficiency of operations. This will be a “hands on” role and the OC is expected to physically participate in warehousing and production tasks should the business call for it. The OC will communicate to multiple ends of the company to deliver accurate information with up and down stream communication being an essential function of the OC. This position will report directly to the Director of Quality Operations and has a large span for growth as the company continues to expand business operation.

The OC will hold responsibilities that include, but are not limited to, the following:

- Manage a team of Warehouse Supervisors and Associates which includes scheduling, delegating, supervising, and training.
- Create and foster an environment within operations that is collaborative, respectful, and thrives on open communication.
- Collaborate with other leadership members to design programs that target employee safety, health, motivation, and creating a quality work environment.
- Supervise manufacturing department operations to ensure compliance with established quality specifications, production levels, and FDA regulations.

- Enter recipes into blender control panel, verifying accuracy through scanning palletized ingredients and collaborate with the Director of Trading and Director of Quality Operations on specific blending criteria and sample gathering.
- Act as the communication conduit between Quality Assurance, Logistics, and Sales assuring all requests and direction is communicated and implemented across the Warehousing and Production team.
- Recruit, interview, hire, and train all new warehouse and production team members. Coordinate with temp agencies if needed, making sure that the company is adequately staffed to carry out operations.
- Verify receiving and shipping reports to send to Logistics Manager
- Coordinate with Draymen and carriers on scheduling inbounds and outbounds
- Warehouse and production data entry into our ERP system (Certus)
- Create and update warehouse inventory reports
- Assist in Production responsibilities as needed. Responsibilities within production will vary between weighing and loading ingredients into the blender and operating our bulk packaging line.
- Conceptualize, organize, and refine warehouse space to fit inventory demands
- Inventory counts on a scheduled basis as well as when requested by other member of management.
- Work with external facility maintenance vendors and ensure all manufacturing and facility equipment are serviced as per maintenance schedules.
- Design and implement processes and programs to optimize production and warehousing productivity.
- Operate a forklift and Turret truck as needed to move pallets of product
- Monitor cleanliness of warehouse space, verifying cleanliness and maintenance.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each job specification satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in Business or Operations is highly desirable
- 3-5 years operational experience leading a team of associates and supervisors
- 3-5 years of bulk production or warehousing experience
- Experience using Microsoft Office to create reports and programs
- Experience entering data into an ERP is a plus
- Ability to operate forklift, turret truck, pallet jack and other warehouse equipment is a plus
- High energy with a positive attitude
- Problem-Solver, thinking quick on your feet to come with solutions
- Team player, willing to assist wherever needed
- Strong organizational skills
- Ability to lift or move heavy product up to 50lbs.

- Self-starter with a desire to create programs and processes from scratch
- Strong work ethic with the ability to learn and adapt quickly to new challenges
- Fluent in English
- Comfortable working / relocating to New Orleans

LANGUAGE SKILLS

Fluency in English is a requirement and Spanish is a plus (read/write/translate).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee must:

- Frequently walk and sit.
- Operate a forklift and pallet jack
- Lift bags of product up to 50lbs. and lift in tandem with coworkers to move product over 50lbs.
- Must be physically able to safely ascend to heights, be able to bend, crawl and move safely and freely around machinery and building without assistance.

WORK ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is:

- Exposed to regular Warehouse and Office Environment
- Exposed to processing, warehousing, and commodities manufacturing
- Required to be based in New Orleans, LA
- If not a US citizen, you are required to maintain work authorization independent of company sponsorship

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by the job incumbent. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and behaviors required to perform the job.