

Eminence Organic Skin Care Shipping Supervisor (Pick/Pack/Ship)

How to Apply

Please send a cover letter and resume to careers@eminenceorganics.com with 'Shipping Supervisor' in the subject line of the email.

For more information on Eminence Organic Skin Care, visit our website www.eminenceorganics.com, Facebook Page www.facebook.com/EminenceOrganicSkinCare and YouTube Page www.youtube.com/user/eminenceorganics.

The Application

***Update on Friday, March 15th, 2019 screening & interviews are in process, however, applications submitted immediately are still welcomed and considered.**

Competitive Salary, Bonuses, Extended Health Benefits, Wellness Program, Product Discounts and Green Transportation Incentives

Location: near Olympic Village at 6th & Columbia, Vancouver, BC, Canada

Our Products

Eminence Organic Skin Care provides premium products and unparalleled service to leading salons, spas and beauty professionals. Pioneer of the organic skin care movement, Eminence Organics combines more than half a century of herbal craftsmanship and innovation with Hungarian-inspired healing to offer results-oriented treatments. All of our products use only the freshest ingredients known to nature without harming animals or using any harsh chemicals - we pick only premium quality ingredients to craft natural, organic and Biodynamic[®] skin care that is good for the earth and good for the skin. Every ounce of our products receives personal attention throughout production and packaging.

Eminence Organics cares about the environment and integrates sustainable practices into every part of our business including planting a tree for every product that we sell through our [Forests For The Future](#) initiative.

Our Company

Eminence Organic Skin Care is the leading name in the field of Organic Skin Care. Eminence Organics is renowned as the most unique and effective line of natural skin care products on the market today. Eminence Organic Skin Care has been voted by skin care professionals as "Favorite Skin Care Line" and "Favorite Product Education", both for ten years in a row, as well as "Favorite All-Natural Line" for eight years in a row and is considered #1 for skin care results in the natural & organic spa industry. Additionally, Eminence Organic Skin Care has won multiple ["Best of the Best" readers' choice awards](#) for the best skin care products available, awards that are the most unbiased, prestigious honours given in the industry today.

Eminence Organics has also won multiple Environmental Awards & is a [Certified B Corporation](#)[®], recognizing the sustainable farming & green practices we use to create our products as well as recognizing the progressive people practices we exemplify in supporting our team-members.

Since the arrival of Eminence Organics in North America, our business has experienced tremendous growth in every major market in North America and has created distribution channels in over 60 countries. Currently with over 300 team-members worldwide and with thousands of dedicated and loyal spa and salon business partners, Eminence Organics has products which touch millions of faces and bodies across North America and throughout the world each year. Our charitable initiatives, including the [Eminence Kids Foundation](#), impact thousands of lives each year.

Our Core Values

Extraordinary Service, Infectious Enthusiasm, Sincere Respect, Supportive Teamplay, Proactive Reliability, Passionate Dedication.

The Opportunity - Role Summary

The Shipping Supervisor is responsible to lead and support the day-to-day functions of the Shipping Team at Eminence's Central Warehouse & Distribution Centre (in Vancouver, Canada). The Shipping Supervisor is responsible to meet or exceed the approved Service Level Agreements (SLAs) for shipping performance expectations in the Canadian Warehouse. The position supervises the shipping processes and the Shipping team to ensure that all orders are shipped out accurately and on time to our Customers. The Shipping Supervisor will ensure the warehouse runs safely and efficiently to provide extraordinary service to our Customers.

Reporting and Peer Relationships

The Shipping Supervisor reports to the Fulfillment and Inventory Manager and ultimately to the Supply Chain Director and is responsible for a team of Shipping Clerks (currently 6 team-members) in our Central Warehouse. The position also works closely and collaboratively with all members of the Supply Chain team.

Roles & Responsibilities**Order Fulfillment**

- Supervise all Canadian order fulfillment (pick/pack/ship)
- Ensure all orders are shipped to meet or exceed Service Level Agreements (SLAs)
- Assess order status using order fulfillment software (Rapid Order Fulfillment - ROF) and take action where necessary to ensure orders are shipped on time
- Partner with the Fulfillment & Inventory Manager to implement improvement measures that result in reduced processing time and increased accuracy (including technology used)
- Manage Canadian winter shipping restrictions and communication to Vancouver Offices
- Collaborate with other members of the Supply Chain team to minimize shipping carrier costs and reduce shipping times
- Ensure pick locations for product, print and miscellaneous launch items are in place well before each new product launch
- Monitor team-member deliverables to ensure that all orders are picked, packed and shipped promptly and accurately
- Lead and participate when necessary with team-members in daily responsibilities
- Assist in daily problem solving and issue resolution
- Liaise between the Assembly team & the Shipping & Receiving teams to ensure priority SKUs are actioned for orders
- In the absence of the Fulfillment & Inventory Manager, support wider Warehouse Team and US Warehouse operation in the achievement of all their goals and SLAs

Warehouse & Facilities Supervision

- Partner with Inventory Planning Clerk to allocate warehouse space for upcoming product launches
- Partner with the Fulfillment & Inventory Manager on Warehouse planning and space management
- Communicate pre-launch resource needs to the Shipping team
- Adhere to a daily task schedule to ensure all tasks are assigned and completed
- Participate in inventory cycle counts and/or investigate and action inventory discrepancies
- Ensure overall Warehouse tidiness of both floors
- Monitor security of building, equipment and products
- Take action on facility maintenance deficiencies
- Maintain inventory of miscellaneous Warehouse supplies (boxes, tape, labels, packing supplies) and coordinate orders with Purchaser
- Special projects as required

Safety Supervision

- Ensure adherence to safe work practices and procedures at all times and provide feedback on any occupational health hazard and safety issues
- Participate in Safety Committee and trainings as required

Leadership & HR

- Partner with the Fulfillment & Inventory Manager on the attraction and selection of new team members (posting jobs, filtering resumes and interviewing candidates)
- Provide orientation, training, performance expectations and coaching for all new hires
- Monitor and communicate progress on key goals and initiatives to team-members
- Develop training plans and materials, policies and procedures
- Ensure tools are prepared for each new hire on their first day of work
- Provide ongoing coaching to the team on all aspects of the role
- Discuss performance issues promptly with team members and supportively manage the performance improvement process
- Conduct regularly scheduled one on ones with team-members
- Assist in daily activities of team as needed
- Report payroll, vacation and absences
- Exemplify Eminence leadership best practices

Experience Required

- 2-3 years of Order fulfillment experience in a busy pick/pack environment
- Experience achieving extraordinary results against SLAs
- 3-5 years of proven people management skills including Performance Management experience (to ensure that goals are consistently being met in an effective and efficient manner)
- Hands-on experiences with WHMS and shipping software (Ship Manager, WorldShip)
- Knowledge of business English, spelling, punctuation and effective business communications

Skills Required

- Leadership skills
- Demonstration of responsibility and ownership – ability to see things through and manage tasks and projects to completion
- Ability to multitask and work well in a high pressure, multiple-deadline environment, and to work well with minimal supervision and with many styles of leadership
- Ability to use initiative and independent judgment and problem-solving skills
- Proven track record of Teamplay, Reliability and Dedication in previous roles
- Strong organizational and analytical skills, attention to detail and ability to prioritize
- Excellent verbal and written communication skills
- Multitasking and prioritizing capabilities
- Superior interpersonal skills
- Excellent Computer Skills (especially Excel, Outlook)