Redemption/

Role Posting Fulfillment Director

Redemption Plus is a one-of-a-kind organization where enthusiastic, caring people can lead full lives by bridging their professional and personal worlds. We don't have jobs and just show up for work each day. Rather, we invest our time in developing ourselves and building our company – helping each become the best they can be. After all, everyone here is trading each day of their life to live it with us. We embrace innovation, hard work and high performance, positive attitudes, open and honest conversations, and of course, playfulness!

It is our mission to help customers win by relentlessly driving out costly waste and rework, while simultaneously discovering impactful insights. Every action, every decision, every word we speak should fulfill our purpose: "Enriching lives through insights that empower."

Additionally, we live and breathe our three core behaviors: Customer-centric; Agents of Change; and Playfulness.

We hire with our "permission to play" behaviors in mind: Integrity; Teamwork; Innovative; Adaptable; and Personal Growth.

Overview:

This is an incredible opportunity for someone with drive and passion for process and continuous improvement to work collaboratively with our leadership team to implement strategic priorities into operational realities. This is a hands-on leadership position with a focus on coaching and mentoring team members while ensuring quality and productivity standards and are met as efficiently as possible with a constant focus on eliminating waste and rework.

Our Fulfillment Director is responsible for the overall fulfillment facility, ensuring quality, service, accuracy and timeliness of product movement and customer order fulfillment. A continuous improvement champion able to develop and strengthen distribution processes, lead, mentor and build a highly functional and efficient center of operational excellence, while remaining customer-centric. The ideal candidate will demonstrate a progressive history of process improvement within the fulfillment/distribution function based on independent curiosity, self-directed learning and multi-industry best practices.

Placement Criteria

Minimum of a Bachelor's degree in a related discipline and a minimum of 5 years strategic leadership experience and 10 years in the field or in a related area, or suitable combination of education and relevant experience is preferred.

Extensive knowledge of commonly-used concepts, practices, and procedures within the fulfillment/distribution industry, including picking, packing and shipping; strong project management skills and proven history of successfully leading teams in this type environment, to successful and profitable operational results. Working knowledge and experience with the philosophies and concepts of Deming's 14 Points for Management and a strong background in Lean Six Sigma or certification preferred. Previous Warehouse Management Systems implementation preferred.



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Experience living and modeling our leadership qualities/behaviors – Accountability, Discipline, Flexible, Communicative, Courage, Tenacity & Patience, Humility & Presence, Responsibility, Empathy and Servant Leadership;

Knowledgeable regarding Microsoft Office, have proficient computer skills, display adaptability in learning the use of company specific software/applications and display comprehension of fundamental computer practices and database management; Experience using Google Drive, Docs, Email and Calendars is a plus.

Demonstrated organization, facilitation, communication (excellent written and verbal) and presentation skills. Also, excellent interpersonal skills, with the ability to interact effectively and professionally, and provide world-class customer service, both internally and externally at all times.

Detailed oriented and driven to meet deadlines and commitments; ability to prioritize workflow and organize diverse material and ability to handle multiple, competing and changing priorities; ability to perform effectively without supervision and within established time limits and ongoing deadlines.

Compensation

Competitive salary dependent on experience, full-time and a comprehensive benefit package.

In addition to Health, Dental, Vision, Short/Long Term Disability and Life Insurance, we also offer a medical benefits concierge service, an array of healthy lifestyle programs on-site (incredible lunches, workout facility, workout classes, meditation classes, chair massages, ph mineral enhanced water and so much more!), fully stocked beer fridge, company fun events, shipping discounts/credit, dry cleaning and Uber safe-rides. We could go on and on, but no one likes a bragger.