



LITTLE FREE LIBRARY.ORG®
TAKE A BOOK • SHARE A BOOK

Fulfillment Associate

Mission

Little Free Library is an award-winning nonprofit organization that promotes reading, builds community, and sparks creativity by fostering neighborhood book exchanges around the world. There are more than 90,000 registered Little Free Libraries in all 50 states and over 90 countries. Through these Little Libraries, millions of books are exchanged each year, profoundly increasing access to books for readers of all ages and backgrounds.

Position Purpose:

The Fulfillment Associate is a full-time, entry-level position responsible for supporting the day-to-day operations of the organization. He/she will be responsible for the packaging and shipping of products and libraries, assisting with inventory management, as well as serving as quality control for items leaving our warehouse. He/she will serve as an integral part of the operations team, working to ensure that the highest levels of quality, efficiency, and productivity of fulfillment functions are achieved.

Key Responsibilities:

- Manage the packing and shipping of Little Free Library products and libraries (lifting required)
- Manage inventory for all products, books, and libraries in a clean and organized fashion
- Assist with all incoming and outgoing shipping activities for products, ensuring accuracy, completeness, and condition of shipments
- Prepare and send fulfillment documents to suppliers
- Process damages and returns
- Provide clerical support for accounting staff
- Participate in internal system technical problem solving to include determining cause, recommending solution and following up to ensure resolution
- General warehouse duties as needed
- Serve as customer service back-up, providing excellent customer service via phone and email to Little Free Library stewards and supporters
- Maintain knowledge and mastery of various customer service systems and databases
- Drive LFL vehicle and trailer to area (WI) suppliers to deliver and pickup products

Required Skills and Characteristics:

- Excellent written and oral communication skills
- Self-motivated with a proactive attitude toward work
- Likes to work within cross-function teams

- Strong organizational skills
- Ability to be flexible and work well under pressure in a fast-paced, multi-tasking environment
- Must be a “can-do” problem solver who is willing to take responsibility of fulfillment processes
- Personable with a customer service mentality that extends to staff as well
- Emotional maturity and adaptable to work load demands and requests
- Ability to utilize complete discretion while handling confidential and sensitive information
- A strong passion for the Little Free Library mission

Reports to: Director of Finance/Accounting

Supervises: Interns and/or Volunteers

Required Qualifications:

- Minimum Associate Degree or equivalent; Bachelor’s Degree preferred
- A minimum of 1 year experience in an office setting
- Ability to drive an SUV type vehicle with trailer
- Must be experienced working with a variety of technology platforms including but not limited to, Google Apps, Microsoft Office (including Access), Salesforce or other CRM, QuickBooks, shipping programs, and e-commerce programs.
- Experience working in a complex nonprofit organization is a plus

Physical Requirements:

- This job primarily takes place within an office setting
- Occasional travel expected
- Position is based on 40 hour week and located at 573 County Road A, Suite 106, Hudson, WI. Hours are 9 a.m. – 5 p.m. (potential for flexible hours)
- A valid drivers license and car is required for occasional local travel
- Ability to lift at least 50 lbs

Little Free Library is an equal opportunity employer.

To be considered for this position, please send a letter of interest and resume to Shelby King, Administrative Director at sking@littlefreelibrary.org no later than Friday, August 16, 2019.