



Our mission is to be a catalyst for building community, inspiring readers, and expanding book access for all through a global network of volunteer-led Little Free Libraries.

Position: Fulfillment Assistant

About Little Free Library

Little Free Library®(LFL) is a 501(c)(3) nonprofit organization that builds community, inspires readers, and expands book access for all through a global network of volunteer-led Little Free Libraries. LFL received the 2020 World Literacy Award as well as honors from the Library of Congress and National Book Foundation. There are more than 125,000 registered Little Free Library book-sharing boxes worldwide in all 50 states, 112 countries and 7 continents; through them, more than 250 million books have been shared. LFL grants little libraries full of books to underserved areas through its Impact Library Program and champions diverse books through its Read in Color program. To learn more, visit [LittleFreeLibrary.org](https://www.littlefreelibrary.org).

Position Purpose: The Fulfillment Assistant position is a part-time position responsible for supporting the day-to-day operations of Little Free Library. This position 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 offices. The position 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 specialty items (lifting required)
- Process daily orders including preparing spreadsheets and packing slips
- Manage inventory for all products 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
- Participate in internal system technical problem solving to include determining cause, recommending solution and following up to ensure resolution
- General warehouse duties as needed

Skills and Characteristics to be successful in this position:

- Knowledge of Excel Spreadsheets, extensive knowledge a plus

- 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

Qualifications:

- Minimum high school diploma or equivalent; Associate Degree preferred
- A minimum of 1 year experience in an office setting or warehouse preferred
- Intermediate Microsoft skills
- Experienced working with a variety of technology platforms including but not limited to, Google Apps, Microsoft Office, Salesforce or other CRM, shipping programs, and e-commerce programs.
- Attention to detail

Physical Requirements:

- This job primarily takes place within an office setting
- Position is located at 2327 Wycliff Street, St. Paul, MN 55114.
- Ability to lift at least 50 lbs occasionally

Reports to: Director of Operations

Hours: mornings Monday – Friday. Potential to increase hours

Little Free Library is an equal opportunity employer. Persons of color and other diverse candidates are strongly encouraged to apply.

To be considered for this role, please submit a letter of interest and resume [online](#).