

Lichen or Knot - Distribution Manager - Full Time

Lichen or Knot, a retail company focused on beautiful surroundings and intentional living, is seeking a passionate, organized, and experienced Distribution Manager for their warehouse and headquarters. This full-time role is ideal for a highly-organized and detail-focused individual with strong communication and leadership skills.

This position is responsible for product and supply distribution amongst our four thriving stores, customer communications, and all merchandise leaving the facility. Alongside the Receiving Manager, you will lead a team from the receiving of merchandise and inventory through the quality control and tagging process and ultimately creating beautifully branded merchandise that tells a story.

Job Responsibilities

- Works alongside the Receiving Manager to organize, process, streamline, and maintain cleanliness and safety in the warehouse space and company vehicles; including trash and cardboard removal.
- Ensures that all products have been checked for quality, enters correct inventory numbers into the company's e-commerce system, and appropriate price tags are created and printed to create a consistent, branded look amongst all stores.
- Curates and executes the presentation of the item with branded tagging. Creates and troubleshoots the creation of price tags that aesthetically fit the product.
- Receives supply lists from the Receiving Manager and creates packages of office, retail, and packaging supplies to be distributed to the stores.
- Informs Receiving Manager when supply stocks are low to be restocked through detailed lists.
- Communicates with customers regarding online orders, shipping information, updates regarding items, and any other inquiry into special orders.
- Packs and distributes items for in-store pickups and special orders after arrival in the warehouse. Works with the Receiving Manager to ensure prompt transfers.
- Communicates with store owners about distributing merchandise to the stores. Uses the e-commerce system to create transfers from warehouse stock to the stores.
- Packages all transferred products safely for transport to individual stores and arranges them for pick-up by drivers.
- In charge of all shipping for the online store and special orders. Pulls inventory and creates transfers when needed, packages items safely for transit, creates shipping labels, and arranges drop-offs and pick-ups to mail carriers.
- Keeps a detailed log of each order including when special orders were placed, shipping information from the vendor, and all customer correspondence and pertinent dates and information for special orders.
- Communicates with the store managers for special orders pertaining to their stores.
- Helps with annual inter-store inventory counts.

- Alongside the Receiving Manager, will occasionally lead and supervise teams of part-time employees through the processing and tagging systems during peak times.
- Occasionally travels to other stores to assist with restocking, deliveries, and sales.

Required Experience and Skills

- 3-5 years of experience in retail, inventory management, or warehouse management.
- Strong verbal and written communication skills.
- Highly organized and deadline and detail-oriented.
- Strong computer and technology skills.
- Valid driver's licence with a clean driving record.

Preferred Experience and Skills

- Strong customer service skills.
- Experience with point of sale systems and inventory software.
- Proficiency with Google Workspace, Shopify or other e-commerce systems, and workflow software.
- Experience with shipping and packaging for safe delivery of fragile and valuable items.

Compensation

Compensation is commensurate with experience and will be discussed with the store owners.

If this aligns with your interests, skills, and passions, please let us hear from you by sending your resume to lauren@lichenorknot.com.