



## Warehouse Supervisor

2651 E 12th Street. Unit 520 Los Angeles, California

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### About the Role

Thousand is an urban cycling brand that makes safety seamless: starting with a bike helmet you actually want to wear.

We're looking for a hands-on detail-oriented Warehouse Supervisor to lead daily operations in our LA based warehouse. Our customers are at the heart of what we do, and you will play a critical role in creating an incredible customer experience. In this role, manage daily fulfillment operations, oversee one warehouse associate, and look for ways to improve our overall operations.

### Responsibilities

- Oversee all warehouse functions including receiving, product storage and staging, packing, inventory management and audits, delivery and dispatch, and quality assurance
- Supervise and support one warehouse associate—providing training, coaching, and accurate reporting of timesheets, hours worked, and attendance.
- Lead by doing, be proficient at all warehouse tasks including outbound fulfillment, returns processing, and unloading containers.
- Responsible for opening and closing procedures of the warehouse daily.
- Be the main point of contact, oversee order flow and service levels for our European 3PL
- Prioritize customer routing guides (labeling, palletization, shipment routing), scheduling LTL pickups, coordinating FCL and Amazon shipments
- Conduct regular cycle counts and reconcile inventory discrepancies
- Develop and iterate on current and new SOP's.
- Assist with scheduling, shift coverage, and labor planning
- Manage and approve all warehousing expenses within budget
- Monitor productivity, accuracy, and workflow to meet daily/weekly KPIs
- Implement and enforce safety policies and procedures, ensuring OSHA compliance
- Troubleshoot and resolve operational issues quickly to minimize downtime
- Proactively identify root cause analysis and lead process improvement initiatives
- Maintain a clean, organized, and safe work environment
- Collaborate with the Operations Director and cross-functional teams (logistics, operations, customer service) through Slack, email, and in meetings to continuously improve efficiency and coordination

## Qualifications

- 3+ years of warehouse or distribution center experience, with at least 1 year in a lead or supervisory role
  - Lift up to 30 pounds at a time
  - Must be able to work on-site at our warehouse in DTLA
  - Strong understanding of warehouse operations, inventory management, and shipping/receiving processes
  - Proven ability to lead, motivate, and develop a team
  - Excellent problem-solving and organizational skills
  - Comfortable using Shipstation, Shopify, Cin7 (or IMS equivalent) scanners, and basic computer tools (Excel, Email, G-Suite, etc.)
- Ability to work on your feet for extended periods

## Why work for Thousand?

Thousand is an urban mobility brand that makes safety seamless to get people moving + help save lives. We have a big vision for the future, and need a resourceful and hardworking individual to join our mission.

We operate by the following values:

### **We're All In This Together**

- Collaboration, community and genuine connection are core to who we are. We believe in supporting each other and leaning on others when we need help, and treat each other with mutual respect and trust. Together, we will go further.

### **There's Nothing More Valuable Than Our Differences**

- We believe diversity in backgrounds, identities, and opinions get us better, more inclusive solutions - faster

### **Driven to Deliver Results**

- From developing products to supporting customers, our priority is producing work that creates impact for our community.

### **Made with the Future in Mind**

- As a business, we are committed to sustainability. We are actively and strategically building a business for the long term, with the 3Ps - people, planet and profit - as our core pillars.

## Benefits

- Medical, Vision, and Dental coverage
- Free cycling gear (plus discounts for friends and family)
- Working alongside a small group of hardworking, fun-loving, and supportive team
- Unlimited PTO and paid holidays