

Now Hiring!

Job Brief

We are looking for a well-rounded individual to help with Shipping and Receiving and to support our customer service team. Additional roles will include supporting production needs throughout the year. We ship the gear we make to snowboarders, bikers and splitboarders all over the globe. You will be responsible for helping to get this product into their hands through packing and shipping orders direct to consumer and to our retailers and distributors. Shipments go out daily and we aim to ship orders within 24hrs excluding weekends. Additionally, this role will also help support our customer service team through shipping warranty and crash replacement items in a timely manner. We aim to respond to all customers within 24hrs and if we can get them shipped what they need to get back up in running in that time frame that is even better. At times this role will also help by responding to customers when they reach out to us, building long term customer relationships and generally maintaining stoke in our brand via person to person interactions.

Responsibilities

- Daily Packing and Shipping direct to consumer orders from our webstore
- Daily Packing and Shipping direct to fulfillment orders
- Packing and shipping orders for Retail and Wholesale accounts
- Packing and shipping warranty and crash replacement components to customers
- Maintaining accessory inventory Kanban levels so shipping can be done regularly without delay
- Receiving inventory and helping to manage Warehouse SOPs
- Support customer service team as needed by responding to emails, dm's, and drop in customers
- Help webstore customers with real-time product questions via webstore chat
- Assist in warranty and crash replacement binding rebuilds
- Develop lasting relationships with Karakoram customers
- Handle customer service issues, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Follow SOP to track and log incoming warranty issues
- Follow communication procedures, guidelines and policies
- Go the extra mile to make lasting brand connections with customers
- Identifying and assessing customers' needs to help us be the best outdoor gear manufacturer we can be
- Production support during main production season, accessory support during off production season
- Help in other cross functional roles as needed

Essentials for this role:

- Love snowboarding
- Fun to be around
- Positive Attitude
- Strong interpersonal skills
- Solid written and verbal communication
- Strong problem solving skills
- Strong work ethic, self-starter, with growth mindset
- Quick learner
- Punctual
- Excels in team environment
- Ability to multi-task, prioritize, and manage time effectively
- open and willingness to help in cross functional roles as needed

Skills that would be helpful:

- Experience Splitboarding, Skateboarding, Mountain Biking, or Surfing
- Prior outdoor industry experience
- Prior experience working in retail or customer service

Training Timeline:

- On the job training will consist of a 90 day probation period, during which your primary responsibilities will be to learn the technical details of our product by supporting our production team and building bindings.

Compensation:

- \$18 to 25/hr depending on experience
- 401k matching program
- Company Sponsored health insurance

Contact:

Send resumes to: Kevin@karakoram.com