

JOB DESCRIPTION

Title:	Logistics Associate II
Department:	Purchasing & Logistics
Reports to:	Purchasing & Logistics Supervisor
Status:	Regular, Full-time, Permanent
Location:	Building 1527, Delta, BC
Prepared by:	M. Zhang
Prepared date:	May 2022

Summary:

This position requires a dedicated and highly motivated individual responsible for managing the sales order fulfillment and customer service support while providing excellent shipping, receiving, inventory management, and warehouse operational support in accordance to established procedures and policies, while providing ongoing training of Logistics Associate I and backup support for material and solvent staging.

Primary Responsibilities (others may be assigned, as required):

- Primarily responsible for management of Sales Order Fulfillment through quote preparation, PO receipt, order entry into Syspro, confirming with customer, and tracking shipments
- Leads the management and resolution of business and technical issues related to the account
- Provide excellent customer support via communication regarding order, documentation, and shipment status
- Responds to customer enquiries within 24 hours; identifies appropriate department to respond to customer queries and respond accordingly
- Prepares and provides quotations and / or proposals to customers for APIs and reference standards and required follows-up on quotation status
- Streamlines and manages the timely flow of information/documentation between customer and Phyton project team
- Work with Business Development management on assessing status of sales; regularly provides PO/Sales report to BD. Maintain data in Salesforce to generate PO/Sales report
- Perform receiving duties in accordance with established SOPs when required
- Assist in achieving department goals of on-time delivery
- Provide on the job training to Logistics Associate I as required
- Oversee staging of raw materials, including solvents according to production schedule
- Maintain relationship with Production to resolve any issues
- Maintain quarantined and released inventory
- Coordinate quarterly cycle counts and monthly finished goods inventory counts with Finance
- Warehouse management of quarantine and release areas
- Maintain inventory receipts, shipping documentation and logbooks
- Coordinate waste disposal with Production and vendors
- Maintain a safe working environment
- Develop, write, review and revise SOP's

Competencies Required to Thrive at Phyton Biotech

- Job/Technical Knowledge • Organization/Planning/Priority Management
- Communication & Influence on Others • Self Awareness/Feedback
- Teamwork/Relationships/Customer Focus • Initiative & Drive • Strategic View
- Embodying Phyton Core Values

Secondary Responsibilities:

- Perform shipping duties in accordance to established standard operating procedures (SOPs)
- Coordinate with internal departments (Sales, Production, QA and QC) to ensure customer orders are shipped on-time, shipping documents are accurate, and packages have proper markings in accordance with established SOPs
- Stage raw materials, including solvents according to production schedule when required
- Ensure warehouse, quarantine and release areas are kept organized and clean
- Create work orders for equipment repair and follow-up with Engineering as needed
- Be trained to create Purchasing Order and backup for Logistics Supervisor to place orders for raw material and consumables.

Required Experience, Skills, & Abilities:

- Minimum 4 -5 year's logistics and/or material handling experience within a warehouse setting
- Minimum High School Diploma
- Certifications in handling dangerous goods and transportation of dangerous goods are an asset
- Forklift certification is an asset
- International shipping experience is an asset
- Ability to lift and/or move up to 40 pounds without mechanical assistance
- Must be proficient using Microsoft Office
- Knowledge of inventory management is an asset
- Detail-oriented with an eye for quality and accuracy
- Ability to work well under pressure with deadlines and changing priorities
- Solid oral and written communication skills
- Strong customer service orientation
- Ability to prioritize, multi-task and manage time effectively
- Collaborative, but comfortable working autonomously with strong interpersonal skills

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