

## JOB DESCRIPTION

# Shipping Manager

## COMPANY PROFILE

To Your Success, Inc. (TYS) is a B2B firm in Kennesaw, GA helping businesses provide amazing customer experiences with delicious, unexpected Thank You gifts of freshly baked cookies. Appreciation is critical for strong customer relationships. And because food is central to friendship and bonding, our freshly baked, hand-packed gifts are the secret ingredient for companies to keep the personal touch and create relationship-building moments in their business. Every delicious, made-to-order gift includes a custom greeting card, survey, email touchpoint, and drop-shipment to the end recipient. Our ovens are fired up early in the morning, and the sweet aroma of freshly baked cookies that begins in our kitchen will await the gift recipients on the other side. Helping our clients build stronger customer relationships: that's our focus at TYS.

## QUALIFICATIONS

Over the years, we've learned that a successful TYS Team Member has the following qualities:

- A love for people and a genuine desire to serve our team and clients in an excellent way
- Strong relational and problem-solving skills
- The ability to carry out projects to their completion
- Is flexible, teachable, and a team player
- Is driven by a desire for excellence in all aspects of work and projects
- Pays close attention to detail
- Has the ability to work in a close-knit team and at times, under pressure
- Is self-motivated, self-governed, and self-disciplined
- Is always hungry to learn and grow

## We are seeking Team Members who Exemplify Our Company Core Values

**God-honoring** - We seek to honor God by operating in a manner that is consistent with biblical principles and commandments.

**Team-centered** - We seek warm relationships amongst our team, building friendships and accountability based on mutual trust. Every person is made in the image of God, and we build each other up, look out for one another, and come through for one another.

**Customer Obsession** - We are preoccupied with delivering delightful customer experiences. This is what motivates everything we do, from corporate direction to product development to gift fulfillment to every customer interaction.

**Wow Factor** - In our interactions with customers and gift recipients, we deliver wow factor through concierge service, exceeding expectations, and creating relationship-building moments.

**Resolute Integrity** - In our interactions with customers and team members, we take personal responsibility for our actions, are honest when we make mistakes, and keep our commitments even if it means unexpected sacrifice.

**Collaborative Innovation** - We seek to cultivate a synergetic environment where team members can freely exchange creative ideas and solutions.

## **RESPONSIBILITIES**

### **Shipping**

- TYS exists to serve our clients well, and represent them with excellence through the gifts we send on their behalf. The Shipping Manager's #1 goal is to serve our clients and team with excellence.
- Responsible for Leading the daily shipping production.
- Responsible for pulling all items needed for shipping production each morning.
- Helps Lead and encourage the shipping team to work to the best of their ability and keep overall morale high.
- Is responsible for communicating effectively with Inventory, Order Fulfillment, and the production team to ensure each order is fulfilled correctly.
- Is always thinking of ways to improve the shipping process and better serve our clients.
- Works to encourage and motivate the team, ensuring the shipping process is energetic, fast-paced, and on time.
- Is responsible for delivering packages to the Kennesaw Post Office at the end of each shipping day.
- Works with the Operations Manager to make sure that problems are resolved, and things are operating at peak efficiency.

## **NEXT STEP**

If you or someone you know is interested, please send an email to  
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