

Fulfillment Manager

Concept Design Studios is a full-service marketing and creative production company providing premium apparel, promotional products, printing, web, and digital marketing services for businesses of all sizes.

We're looking for a **Fulfillment Manager**, a position that blends fulfillment, inventory coordination, light sales support, and customer service. The Fulfillment Manager ensures orders move smoothly through production, customers receive timely communication, and our online stores stay current and accurate.

The ideal candidate is organized, detail-oriented, and thrives in a fast-paced environment where every day is a little different. As we continue to grow, this position has the potential to evolve into a broader operational management role.

Key Responsibilities

Fulfillment, Inventory & Order Processing

- Pick, pack, and ship orders accurately and efficiently.
- Receive, check in and restock incoming merchandise, verifying quantities and quality.
- Keep the warehouse and fulfillment areas clean, organized, and efficient.

Customer Service & Communication

- Communicate with customers regarding order status, questions, and shipping updates.
- Assist customers with product information, replacements, and returns.
- Provide a professional, friendly experience that builds trust and long-term relationships.
- Support clients using coupon or store-credit fulfillment programs

Website Product Management

- Add new products to client fulfillment websites and update existing listings.
- Coordinate product details, images, pricing, and availability.
- Ensure online stores accurately reflect current offerings.

Project & Production Coordination

- Enter new orders into our project management system, ensuring all details are complete and accurate.
- Oversee orders throughout the entire workflow — receiving, production, finishing, and shipping.
- Perform quality checks and troubleshoot any order or production issues.
- Coordinate with decorating teams.

Management & Department Growth

- Ensure fulfillment operations run smoothly and efficiently.
 - Monitor workload, identify bottlenecks, and recommend improvements.
 - Provide oversight and day-to-day direction to part-time or seasonal fulfillment staff (if/when applicable).
 - Collaborate with leadership to refine processes, optimize inventory systems, and scale the department.
 - As the department grows, assist with training, onboarding, and hiring future team members.
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Qualifications & Skills

Required Skills

- Excellent communication and customer service skills.
- Strong computer proficiency.
- Highly organized, with exceptional attention to detail and consistency.
- Ability to manage multiple projects while maintaining accuracy and deadlines.
- Comfortable working in a fast-paced, small-business environment.
- Quick to learn and highly adept at retaining new information and processes

Preferred but Not Required

- Experience in fulfillment, warehouse operations, inventory management, or production coordination.
 - Experience in apparel decoration, promotional products, or print production.
 - Familiarity with WooCommerce or other e-commerce platforms.
 - Basic working knowledge of Adobe design software.
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Personality & Work Style

- Enjoys working in a small, collaborative team where roles overlap.
 - Takes ownership and pride in completing projects accurately and on time.
 - Stays calm, solutions-focused, and adaptable when challenges arise.
 - Friendly, dependable, and committed to delivering a great client experience.
 - Excited about contributing to a growing company and taking on more responsibility over time.
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Why Work at Concept Design Studios

- **Creative, Collaborative Team** – Join a team that values craftsmanship, quality, and thoughtful design—from apparel to promo to web.
 - **Variety Every Day** – Work on a wide range of clients and projects across apparel, promo, signage, and marketing.
 - **Room to Grow** – Start as a working manager and help shape the future of our fulfillment department.
 - **Supportive Environment** – We value positivity, trust, and a healthy work-life balance.
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Training & Development

We will provide complete training on our internal systems, fulfillment workflows, and our apparel & promo processes.

Schedule: Monday – Friday, 9:00 AM – 5:00 PM

Starting Date: Available Immediately

Compensation: Salary DOE, starting at \$58K, with health benefits and growth opportunities