



**Job: ALLY OPEN OPERATIONS MANAGER**

**Based at:** Greenville, South Carolina

**Reports to:** Marketing Manager

**Date:** July 2021

**Job type:** Full Time Salaried

**WORK AREA:** To grow and support the operations of Ally Open, the new online platform that serves as a resource for coffee professionals targeted to small, up-and-coming roasting businesses seeking specialty green coffee in small quantities, expert-led training and learning programs, and written blog articles related to the coffee industry and Ally Coffee.

**JOB PURPOSE SUMMARY:** This position will lead the development of the Ally Open operational systems and processes, seeking opportunities in how to expand our reach. They will be the point of contact for the day-to-day operations of Ally Open, overseeing inventory management, order and shipping fulfillment, and customer service.

**DIMENSIONS:** Ordering, customer service, warehousing, production, data management, purchase planning, customer communications, and related services

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

1. Purchase Management
  - 1.1. Oversees inventory of green coffee and packaging materials; placing orders and receiving deliveries
  - 1.2. Perform weekly and monthly inventory checks
  - 1.3. Track performance of green coffee sales, and apply to seasonal purchase plan
  - 1.4. Maintain warehouse inventory of all products, including samples, in an organized and efficient manner
  - 1.5. Update the inventory of all coffee products in web platform
  - 1.6. Maintain all documentation for coffees, as required
2. Order & Shipping Management
  - 2.1. Evaluates coffees to be offered to ensure quality and fit within our product listings
  - 2.2. Ensures full bag inventory is broken down into small boxes according to specifications
  - 2.3. Organizes and processes incoming orders through the web platform immediately
  - 2.4. Point of contact with shipping carriers, maintaining awareness of costs and new opportunities
  - 2.5. Ensures ecommerce platform functionality, working with web developers to ensure we are set up for new growth
3. Customer Service & Communication
  - 3.1. Communicate with users through email, chat, and/or phone, fielding all inquiries with a high level of service
  - 3.2. Assist customers as necessary; problem solve any issues and questions while responding in a timely, professional fashion
  - 3.3. Ensure the customer experience is aligned with our client-centric sales approach
4. Marketing & Collaboration
  - 4.1. Attend weekly meetings with Marketing Manager
  - 4.2. Discover new opportunities to grow our market reach and continued development of the platform
  - 4.3. Work closely with the marketing team to communicate product and customers updates on Ally Open
  - 4.4. Represent Ally Coffee/Ally Open at industry and community coffee events, raising awareness of the platform
  - 4.5. Coordinate with Education, Account Managers, and other Ally Coffee departments as needed

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent verbal and written communications skills; ability to speak effectively with customers, service providers and fellow team members
- Strong project management, organizational skills, detail oriented
- Problem-solving and critical-thinking skills
- Experience in Shopify or other ecommerce platform preferred
- Experience in coffee production setting preferred (ex roasting, quality control)
- Ability to lift 50 pounds or more, and follow safe ergonomic practices

**EDUCATION AND QUALIFICATIONS:**

- 2-3 years experience in a coffee warehouse setting desired (ex roasting, quality control, production)
- 1-2 years of other relevant work experience
- High school diploma required

**Application Instructions:** Please send a brief cover letter and resume to [stephanie@allycoffee.com](mailto:stephanie@allycoffee.com) with the subject line **Ally Open Operations Manager**