

# CUSTOMER SERVICE, FULFILLMENT DIRECTOR



## OPPORTUNITY

Our Fulfillment department is the core of our customer experience, ensuring that every order is fulfilled quickly, consistently, and accurately. We are seeking a **Customer Service, Fulfillment Director** who can manage, mentor, and coach the fulfillment, inventory, and warehouse personnel to ensure the continued growth and success of our organization. Your responsibilities will also extend to strategic planning to ensure that our facilities and processes are optimized for maximum efficiency and productivity.

## ORGANIZATION

Bonify is located in a 320,000 square foot facility in Winnipeg, Manitoba. It is from here, in the Heart of Canada where each and every Bonify team member works passionately to achieve the goal of producing quality-assured medical cannabis to help patients get the most out of life each and every day.

For more information, please visit: <http://bit.ly/BMC-CSFD>

## RESPONSIBILITIES

- Complete ownership of fulfillment operations
- Ensure orders are fulfilled with the quality, consistency, and speed that has created our service reputation
- Ensure incoming shipments (merchandise inventory and customer returns) are processed accurately and quickly
- Measure and monitor fulfillment level KPIs on a weekly basis
- Develop and execute plans to improve fulfillment level KPIs
- Forecast staffing and facility requirements and costs
- Manage P&L for the fulfillment centre and measure against budget
- Liaise with other departments to coordinate fulfillment efforts
- Maintain acute awareness of the daily challenges and operational bottlenecks faced by support staff and oversee initiatives for continuous improvement
- Provide logistical oversight to ensure that the facilities, layout, and equipment is used to optimize efficiency and safety
- Develop strong communication channels and maintain full knowledge of operational and personnel issues
- Deliver direct, actionable feedback to coach your direct reports
- Mentor direct reports to develop more effective managers and long-term career development
- Maintain active and visible presence at the fulfillment centres, developing rapport with staff at all levels, to keep an ear to the ground and provide clear central leadership

## REQUIREMENTS

- Bachelor's or master's degree in management, logistics, production/ operations or equiv.
- 3-5 years of senior management experience in an operations, warehouse, distribution or logistics environment
- 5-8 years of management experience in a high volume, consumer packaged goods organization
- Experience managing customer service teams, developing budgets, managing a P&L, and developing staffing forecasts
- Ability to analyze data and strategically guide team to hit KPIs and operating metrics
- Proficient in the use of Excel and other Microsoft Office programs
- Passion for continuous improvement and process design
- Excellent attention to detail and follow-through
- Commitment to hands-on people management
- Expertise in delivering clear, constructive, and actionable feedback
- Strong empathy, approachability, and people-driven attitude
- Demonstrated successful experience leading and managing early-stage companies

If you would like more information about this opportunity or about Bonify, please visit <http://bit.ly/BMC-CSFD> or contact **Teri Berry**, Senior Consultant, Legacy Bowes Group at (204) 934-8822.

If you believe you can make a strong contribution to this organization as **Customer Service, Fulfillment Director**, please submit your resume in confidence to [Teri@legacybowes.com](mailto:Teri@legacybowes.com) quoting position #183275.