

Customer Service & Logistics Support Specialist

Threadfast Apparel is a rising brand in the imprintable apparel industry. TFA continues to grow quickly and is looking for a rockstar to own Sales Support.

Our entrepreneurial environment requires the applicant to be flexible to varying responsibilities as the company's needs evolve. The candidate must be self-motivated, have the experience that allows them to work well independently, and have a team-oriented demeanor.

Responsibilities include:

- Field inventory availability and product attribute inquiries.
- Review and maintain Sales Orders and product allocation.
- Coordinate weekly / daily order processing to 3PL Warehouses.
- Report and react to open pick status to ensure SLA's are kept.
- Compile sales reports to support company and customer needs.
- Support sales by providing in person product knowledge during larger tradeshow
- Organize and send samples as needed.
- Manage returns.
- Oversight on routing to ensure shipments are scheduled and shipped on time.

The ideal candidate will have:

- Strong attention to detail and organizational skills.
- Excellent written & verbal communications skills
- 3+ years prior experience in Operations, Logistics, or a related role
 - Experience in coordinating with 3PL.

- Knowledge of freight scheduling / routing
- Strong Excel skills.
- Experience with FDM4 or a similar ERP required.