

# ORDER SELECTOR

## POSITION SUMMARY

### WHAT YOU DO

As a Order Selector, you'll start your work day early in the morning, around 9AM. Most people start off by checking their list of assignments and expected deliveries. You'll have all the tracking numbers for incoming deliveries to help you plan your day.

You don't have to be tethered to your desk all day long. As long as you periodically check your assignments and are physically present to receive all incoming deliveries, you should be well ahead of the game. While packages will be of varying sizes, no package should weigh more than 50 lbs. We have a service level agreement to process all packages within 48 hours. However, the sooner you process, the better your report card will look.

We cannot stress enough how important it is to be available when carriers attempt deliveries. It can be beneficial to learn the carriers' routes and timetables in your area to better utilize your time. Missing deliveries can often lead to delays and negatively impact the customer experience.

After receiving items, it's your responsibility to ensure the packages are in good condition and the description matches the actual product. Attention to details is a must, as you'd be required to process all assignments following the exact requirements provided by the client.

You will inspect and take photographs of all the packages. Those photographs will be uploaded to the CRM system so customers can view them as well. You will then prepare outgoing deliveries following customer instructions, using prepaid labels generated by the CRM. You will be required to drop off packages at the carrier's office and pick them up from local stores from time to time. Take receipt and tracking information in those cases, as you'd be required to upload that information into the CRM system.

### WHAT YOU MAKE

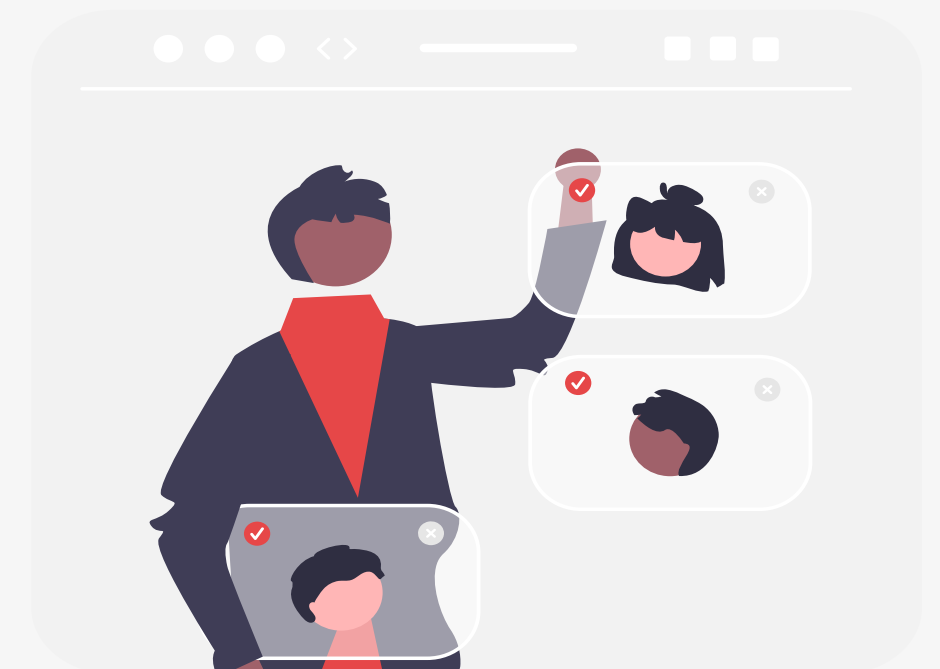
All employees are hired for their initial 30-day probationary period. Proving your skills during this period determines whether you will be offered a permanent position. You will receive training, coaching, and feedback from your curator during this period, and you will receive all the tools and technology you need to succeed.

Probationary employees are paid at the end of their 30-day probationary period. The monthly wage during the probationary period is \$3250 (4800 CAD for Canadian contractors) with an additional \$100 (135 CAD) allocated for qualified reimbursable expenses.

The monthly salary for permanent employees is \$3650 (5300 CAD for Canadian contractors) with an additional \$150 (200 CAD) allocated for qualified expenses. Paychecks are issued on the 27th of every month. Permanent employees can also elect a bi-weekly or monthly pay schedule.

### RESPONSIBILITIES

- Be physically present to receive deliveries from postal and freight carriers
- Timely and accurately receive, process, label, tag, and ship all assigned orders
- Record and document all tracking information for both good and damaged orders
- Promptly notify when a damaged item is discovered
- Pick up customer orders from local carriers' offices or stores when asked
- Input inventory data into our proprietary software (training will be provided)
- Keep all lines of communication open and respond to all correspondence in a timely manner



### WE EXPECT FROM YOU:

- Flawless accuracy and impressive attention to detail to perform all job-related functions in compliance with operating and procedural protocols
- Basic computer skills and the ability to display comfort in required software after training
- Ability to work independently with minimal supervision to meet and/or exceed the assigned order processing target
- Some flexibility to work after hours and on weekends if the situation demands it
- Ability to follow established protocols and make decisions on your own when necessary
- Remain discreet to preserve the confidentiality of the employer, its customers, and agents

### EMPLOYMENT REQUIREMENTS

- Be a U.S. or Canadian citizen
- Be 18 years old or older
- Have or obtain a dependable Internet connection
- Possess or procure a telephone line (landline or mobile) with appropriate service
- Possess or procure a digital camera or smartphone with a camera
- Have or obtain a reliable computer and printer

