



## **1776 Forever Free**

### **EMPLOYMENT DESCRIPTION FOR JOB TITLED:**

***Merchandise Fulfillment & Customer Service Manager***

Email: [julie@1776foreverfree.com](mailto:julie@1776foreverfree.com)

### ***The Merchandise Fulfillment & Customer Service Manager***

Since we are a new nonprofit organization, starting out, this position encompasses a couple of roles including the responsibilities of the following tasks:

- Receiving & Shipping for processing orders of 1776 FF Merchandise
- Review of EOD reports & Audit of daily inventory; including reports to Shop online and notifications of out-of-stock and backorder items to webmaster
- Booth preparation based on events in coordination with the Communications Director
- Customer Service inquiries, complaints and notifications of delays
- Monitoring of Stripe for disputes and/or refund processing
- Work directly with Communications Director for acquisition of additional items to be included in booth set-up, to include but not limited to 3rd party merch sales, giveaway items and/or promotional event flyers
- Customer Service communications of all forms under the guidance and direction of the Executive Director
- Weekly data analysis, market trends and sales reports to the Executive Director
- Inventory shortages and reordering notifications

#### **DUTIES:**

Shipment of Merchandise to customers

Customer Service

Inventory Management

Event preparation



1776 Forever Free, a nonprofit organization in the State of California  
EIN #85-4110665 pending 501(c)3 status in the state of California  
PUBLIC RECORDS STORED: 1818 Marron Road, Suite 103, Carlsbad, CA



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### **RESPONSIBILITIES:**

Temporarily, as 1776 Forever Free builds and grows, the following positions are also encompassed within this title:

#### **Director of Volunteers - VACANCY**

Works with and reports to Director of Fundraising, Director of Programs and Services and Director of Community Outreach, assessing organizational need and capacity for volunteers.

Creates community outreach programs to find volunteers.

Screening (interviews, required background checks, etc.) and matching volunteers to organizational needs and opportunities.

Training and orientation for volunteers.

Scheduling and supervision of volunteers.

Community Service Hours Log to Executive Director

\*Reports to Communications Director & Executive Director

submit resumes and references to [julie@1776foreverfree.com](mailto:julie@1776foreverfree.com)

Two interviews required; Executive Director, Chairman of Governing Board



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