



**Job Description: Warehouse & Warranty,
Support Associate
Kahtoola, Inc.**

Company History and Overview

Kahtoola is an outdoor gear manufacturer based in the idyllic mountain town of Flagstaff, AZ. It all started in 1993 when company founder Danny Giovale experienced a life changing fall while descending from a climb in the Italian Dolomites, which sent him sliding down a steep gully in the dark. He was lucky to escape with only minor injuries, and that experience set him on a course to address a serious unmet need for reliable traction while using lightweight footwear for mountain travel. After years of imagining and prototyping solutions to this problem, Danny started Kahtoola in 1999 and launched the company's first product: the KTS Hiking Crampon.

Today, the company remains privately owned by Danny, and Kahtoola is the market leader in winter traction gear. We also build and sell other leading outdoor products and are positioned for strong growth in additional outdoor product categories. Kahtoola is a purpose-driven company that takes on social and environmental issues as an essential part of doing business, fosters strong community relationships, and inspires outdoor adventure. We love exceptional gear and getting outside and work hard to take on business challenges together while enjoying a supportive, fun, and casual work environment.

Position Overview

In this full-time role you will primarily support Kahtoola's warehouse and shipping/receiving operations. This position is responsible for accurate and efficient outbound shipments of Kahtoola products to dealers, distributors, and end-user customers and ensuring precise management of inventory within our sales system. This role manages accurate receipt of new inventory from our manufacturers, verifying quantities and quality of inbound shipments, and ensuring efficient and secure storage of inventory in Kahtoola's warehouses. Additionally, this role supports the Warranty, Repairs, and Facilities Team in the creation of warranty orders, the repair of products, troubleshooting warranty orders, and the shipping of warranty orders. As well as assuring periodic maintenance is done on the company vehicle and other duties as assigned. Up to six hours a week are to be dedicated to the Warranties, Repairs, and Facilities Team. The time the Associate will be able to spend on Warranty and Repair support is predicated on smooth shipping operations and will require frequent assessment. Both roles focus on providing timely exceptional service to our dealers, manufacturers, and end-user customers, as well as providing information in response to manufacturer and customer inquiries.

The Ideal Candidate Must Demonstrate

- A consistent detail-oriented mindset with each order, situation, and customer.
- Ability to identify problems, critically think through and implement solutions.
- Ability to multitask, organize, prioritize, and re-prioritize based on changing needs.
- A calm and composed demeanor during high volumes of orders and requests.
- Maintain accuracy and immaculate attention to detail in a fast-paced environment.
- Ability to receive and give constructive feedback that is productive and actionable.
- Embody genuine empathy with all customers and co-workers.

Job Responsibilities:

Warehouse Shipping Responsibilities:

- Prepare orders for shipment by processing all required documents (Pick Ticket, Packing List, Bill of Lading, Commercial Invoices, etc.) and shipment of all customer orders.
- Pack items to ensure secure, reliable delivery of all products without damage.
- Check items to be shipped against orders to ascertain that quantities, destination, and routing are accurate.
- Follow and comply with all customer shipping routing guides and instructions.
- Interface with cloud-based supply chain management systems for ASN's, UPC bar codes, and electronic invoicing of orders.
- Receive, unload, and stock all incoming product shipments, and verify accuracy of those shipments.
- Maintain and organize adequate shipping supplies and materials.
- Ensure effective inventory management, storage, and organization.
- Perform periodic cycle counts.
- Foresee and identify any possible interruptions to order flow and effectively communicate with appropriate Associates to create and implement solution.
- Interact and work directly with customers either by phone, email, or in-person.
- Respond and follow up by next business day to shipping related customer inquiries.
- Consistently seek to update customer account profiles.
- Must work cohesively and communicate clearly with fellow warehouse Associates.
- Gracefully handle customer complaints and effectively lead them to resolution.
- Keep records of customer interactions and transactions, as well as actions taken.
- Other duties as assigned.

Warranty and Facility Support Responsibilities (currently up to 6/hours per week):

- Aid in the creation of warranty orders.
- Help with warranty repairs and the identification of parts.
- Assure efficient management of warranty/repair order queues, up to and including shipping, and keep accurate records for future orders.
- Finding coverage for warranty and shipment responsibilities if unavailable.
- Responsible for the maintenance cycle for Kahtoola Yukon.
- Other duties as assigned.

Required Candidate Qualifications:

- Demonstrated success in a fast-paced environment.
- Excellent written and verbal communication skills.
- Experience and demonstrated success in effectively managing inventory and/or warehouse operations preferred.
- Knowledge of standard inventory management practices is preferred
- Forklift certification preferred

This is a full-time/hourly, benefit eligible position located in Flagstaff, AZ.

Kahtoola is committed to a drug-free workplace. All employment is contingent upon successful completion of background screening. Kahtoola requires all applicants to be eligible to work in the U.S.

Kahtoola is an equal opportunity employer. Qualified candidates will be considered for employment regardless of race, color, religion, national origin, sexual orientation, gender identity, age, disability, or veteran status.