

**Birkenstock USA, LP
Jr Manager Operations, Canada/Digital Americas**

At Birkenstock, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

In order to provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity and a positive attitude.

<u>Job Title:</u>	Jr. Manager Operations
<u>Reports To:</u>	Sr. Operations Manager
<u>Location:</u>	New York, NY/USA (remote)
<u>Position Type:</u>	Regular, F/T with benefits –Non-Exempt
<u>Salary Range:</u>	\$65k-\$90k

Overview

As a member of the Americas digital operations team, the Jr. Manager Operations, Canada will work with the Sr. Operations Manager on all operational processes and activities of the Canadian digital distribution channel pertaining to warehousing, transportation, customer support and payment. This role will manage the day-to-day performance of Birkenstock's operations service providers based on service level agreements ensuring best in class service for our customers.

Responsibilities

- Monitor daily warehouse operations ensuring proper execution of pick/pack/ship, inbound receiving and returns process in collaboration with our Canadian 3PL
- Daily review and reporting of operational KPIs ensuring vendor compliance
- Proactively identify and implement best practices to improve performance across all warehouse functions including inbound, outbound, returns, and inventory management
- Lead regular status calls and engage with 3PL daily to review metrics and project status
- Collaborate with 3PL on reviewing and establishing warehouse standard operating procedures (SOP) to achieve a highly efficient operation
- Generate monthly forecasts and support warehouse 3PL in proper staff planning
- Support in the project management for local market operational projects, as well as company-wide projects with respect to operational components
- Monitor and maintain inventory accuracy across systems
- Serve as point of contact for customer service team to trouble shoot any customer issues
- Foster communication and collaboration across the organization to ensure all processes are followed and targets achieved

Position Requirements/Qualifications

- High degree of customer orientation and service-oriented mindset
- Experience managing 3PL operations for a D2C brand
- Outstanding organizational and problem-solving skills, ability to prioritize and escalate internally and externally
- Critical thinker with attention to detail
- Data-driven mindset with ability to turn data into actionable insights
- Excellent interpersonal and communication skills, both written and verbal
- Industry benchmark know-how
- Education
 - BA in business, engineering, or similar degree
- Professional experience
 - Demonstrated 3+ years working in an operational role, preferably in a digital environment with focus on fashion/consumer goods
- Specialty Know-how
 - Experience with order management, customer service tools and ERP systems
 - Project management skills
 - Vendor management experience
- Language Skills and competency level
 - English
- IT skills
 - Strong MS office excel skills and proficiency in other MS office applications
- SAP knowledge a plus
- Disciplined, structured and conceptual approach
- High level of responsibility and accountability
- Affinity for process-focused thinking and problem-solving mindset
- Comfortable in and adaptable to rapidly changing conditions
- Passionate and curious about operations management
- Highly organized with excellent time management skills

If interested, please send cover letter and resume to mhoessl@birkenstockusa.com. Subject line should list "Jr. Manager Operations."

BIRKENSTOCK USA, LP IS AN EQUAL OPPORTUNITY EMPLOYER.