

Operations Specialist Job Description

Headquartered in Seattle WA, Vilo Living is a technology startup on a mission to make easy-to-use and affordable home connectivity solutions for service providers and consumers alike. We launched our first product, the Vilo Mesh Wi-Fi System, in July 2021. We've been featured in a slew of publications from the New York Times to Wired. You'll be joining a lean, but hungry team with a close-knit culture – and you'll be joining early enough to make an impact on the long-term direction and success of the company! You can find us at www.viloliving.com or on LinkedIn.

As an Operations Specialist, you will play a key role in order management, forecasting, and supply chain planning at Vilo Living. You will also help with identifying and improving business processes and efficiency across the company. The ideal candidate must possess a customer-first mindset, passion for creative problem-solving, and is comfortable rolling up their sleeves to get the job done.

Responsibilities:

- Work with third party logistics providers and carriers to manage customer order fulfillment, ensuring that orders are processed and delivered in a timely manner
- Coordinate with supplier and freight forwarder to receive and process inbound shipments
- Collaborate with Sales & Marketing teams on a forecasting process to ensure products are in-stock across all sales channels (Amazon, website, distributors, etc)
- Identify opportunities to optimize operational efficiency & develop related operational processes

Requirements

- 2+ years of operations or logistics experience required; previous experience with ecommerce operations is preferred
- Tenacious drive to find solutions to problems
- Continuous learner that never stops experimenting & trying new things
- Collaborative working style with the ability to effectively communicate with both internal stakeholders and customers
- Must enjoy creating, analyzing and improving processes
- Bilingual in Mandarin Chinese preferred

Benefits:

- Medical stipend
- Unlimited PTO

· Remote-first culture

Job Type: Full-time