



Logistics & Customer Service Assistant

Atlas Coffee Importers is a Seattle-based Specialty Coffee Importing company. Our mission is to provide personalized coffee trading services to benefit the global coffee community. This means that our focus and energy are directed toward quality – of coffee, of business, of relationships, of environment. What is good for Atlas should be equally good for our vendors, our clients, and the people who work here.

We are hiring a Logistics & Customer Service Assistant to aid members of our department as we support the company mission. Specifically, we need someone to review and process documents and invoices for our Inbound and Outbound Logistics Coordinators, and to assist our Customer Service Representatives in coordinating and fulfilling outbound samples to our customers. This team member may also be cross-trained to cover for time-off.

This role requires someone highly-organized with the ability to prioritize within a deadline-driven process. A keen attention is mandatory, and critical thinking and self-management are key traits to success in this position. If you are hyper-organized and detail-oriented, we should talk!

Duties & Responsibilities

- Collect, review, approve, process, and fill documents related to inbound cargo.
- Review and file documents associated with outbound shipments.
- Review and approve invoices resulting from inbound and outbound processes.
- Assist sampling team in handling outbound samples and maintaining a current sample library.

This description is neither an exhaustive nor comprehensive list of all possible job responsibilities, tasks, and duties.

Qualifications

- Exceptional attention to detail and extraordinary organization skills
- Strong self-management and prioritization capabilities
- Excellent communication skills, both written and spoken
- Experience with Microsoft Office suite, including basic to intermediate experience with Excel, and intermediate experience with Outlook
- Ability to identify and communicate process gaps and issues, and apply critical thinking to determine solutions when not immediately clear
- High level of customer service skills
- Previous professional coffee industry experience
- Basic experience with ERP systems
- Basic knowledge of AR/AP processing and principles
- Order fulfillment experience

This job lies within the Customer Service and Logistics department. The position may include both email intensive desk work and physical handling of samples ranging between 1-25 pounds. We maintain a smoke and scent-free environment.

To apply, send your resume and cover letter to: hiring@atlascoffee.com. Please note the position title in the subject line.