

Supergoop! Direct To Consumer Operations Manager

Location: San Antonio, TX

Welcome to Supergoop! – the only prestige skincare brand 100% dedicated to suncare, specializing in innovations that make it easy to incorporate SPF into your daily routine. With industry-leading formulas, devoted fans, an amazing Founder/CEO driving our innovation and serving as ambassador-in-chief and customers who are more avid than ever about protecting their skin, it's an exciting time for our brand.

To support our ambitious growth plans in 2020 and beyond, we are looking for a Direct To Consumer Operations Manager who will report to the Vice President of Operations and serve as a critical member of our team. The candidate will possess a dynamic set of end to end Supply Chain experience and skills and a proven track record of improving processes to manage business performance in a high growth environment.

Position Responsibilities:

- Manage all Operational facets of Supergoop!'s Direct to Consumer business.
- Partner with DTC and Operations leadership to analyze historical data and current trends to build, update and improve the product sales forecast.
- Replenish DTC Inventory to maintain adequate stock levels factoring in forecasted sales and promotional activities to ensure extremely high on time/in full rates are maintained.
- Responsible for inventory reconciliations, investigations and ongoing Cycle Counting protocols to ensure inventory levels are consistently accurate.
- Work with DTC and Operations leadership, channel stakeholders and cross-functional partners to support new business/project initiations and requirements gathering.
- Engage with outside DTC development partners on website, integrations and inventory related projects to improve processes and the overall customer experience.
- Oversight of 3PL partners to ensure forecasts are provided, adequate staffing plans are in place and contractual service levels are consistently achieved.
- Suggest and spearhead opportunities to drive down expenses, improve topline revenue, and deliver a best in class customer experience.
- Assist the broader Operations team as required to ensure company wide performance objectives are achieved.

Position Requirements:

- Bachelor's degree. Supply Chain Management or Operations Management preferred.
- 3+ years of Consumer Goods Supply Chain experience required.
- Demonstrated success in leveraging technology to facilitate efficient and effective demand planning, fulfillment and inventory management protocols.
- Experience managing all operational aspects of eCommerce platforms (Shopify).
- Significant experience managing a cloud based Point of Sale/Inventory Management ERP system and associated API integrations to third part web platforms and 3pl warehouses. Cin7 experience a plus.
- Superior technical skills are required, including strong Excel skills.
- Proven ability to drive positive change, navigate challenging situations and assertively push 3pl partners to achieve results while maintaining healthy relationships.
- Great communication skills and ability to multitask.
- Comfortable working in a dynamic, high growth environment.

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