

Position Description	<i>Fulfillment Assistant</i>
Status	<i>Full-Time, Non- Exempt</i>
Division	
Department	<i>Fulfillment</i>
Reports to	<i>Fulfillment Supervisor</i>

Core Values

Humbly Confident - Trusted Teammate - Service Driven - Strategic Innovation - Growth Mindset

Job Summary

The Fulfillment Assistant provides critical support in the execution of order fulfillment tasks. This entry-level role is responsible for helping pull orders, label products, organize inventory, and maintain workspace cleanliness. The Fulfillment Assistant ensures product flow between packaging and fulfillment remains smooth and compliant with traceability requirements.

Disclaimer:

This job description is intended to outline the core duties and qualifications of the role. It is not exhaustive and may be subject to change or revision. Employees may be required to perform other related duties as assigned, in support of the department or organization's goals, even if such tasks are not specifically listed in this document.

Key Responsibilities

5 Core Responsibilities:

- 1. Execute Order Fulfillment with Accuracy and Compliance**
- 2. Maintain Clean, Organized, and Audit-Ready Workspaces**
- 3. Support Inventory Control and Product Flow**
- 4. Assist with Administrative and Logistics Tasks**
- 5. Contribute to Team Flexibility and Continuous Improvement**

Key Duties & Expectations:

- Executes daily fulfillment tasks: pulling, labeling, staging, and packing orders.
- Follows SOPs and compliance protocols for accuracy and safety.
- Maintains a clean, organized workspace and prepares documentation as needed.
- Supports team leads by staying flexible and responsive to shifting priorities.

- Reports discrepancies or quality concerns to leadership promptly.
- Participates in continuous improvement and operational discipline.
- Pull product from inventory based on order sheets or digital pull sheets.
- Print and apply barcode stickers and lot labels to packages.
- Assist in organizing, staging, and packing orders for delivery.
- Perform order checks under the direction of the Fulfillment Lead or Supervisor.
- Help maintain cleanliness and organization of inventory and fulfillment spaces.
- Support preparation of sample orders and route kits.
- Assist with filing paperwork, scanning documents, and maintaining fulfillment records.
- Report any discrepancies or product issues to team leads or supervisors.
- Follow all compliance protocols and safety procedures related to cannabis handling.
- Drives operational improvements using Lean tools such as 5S, Standard Work, Visual Management, and Kaizen events.
- Actively contributes to process flow improvements by identifying inefficiencies, leading root cause analysis, and supporting cross-functional problem-solving.
- Helps maintain steady, balanced workflows by minimizing downtime, flexing labor across tasks, and coordinating with upstream and downstream departments.

Qualifications

Education & Experience

- High school diploma or equivalent (required)
- 6 months to 1 year of experience in a warehouse, logistics, or fulfillment setting (preferred)
- Must read *What the Heck is EOS?*

Skills & Requirements

- Ability to follow SOPs and meet daily picking, packing, and shipping standards
- Basic understanding of inventory systems and product labeling
- Physically capable of lifting up to 50 lbs and standing for long shifts
- Attention to detail and commitment to order accuracy
- Effective communication with leads and team members
- Willingness to work flexible hours, including weekends or peak periods

Working conditions

- Environment: Indoor warehouse/production facility.
- Conditions: Variable temperatures, strong odors, noise exposure.
- Hygiene: Strict sanitation and product safety compliance required.
- Dress Code: Packagers are required to adhere to the company dress code policy.
 - Closed-toe, slip-resistant shoes required
 - Fragrances of any kind are prohibited

Physical requirements

- Stand and walk for extended periods (up to 8–10 hours per shift).
- Perform repetitive hand and arm movements, including twisting, gripping, and fine motor tasks.
- Lift, push, or pull up to 30 pounds frequently and occasionally up to 50 pounds with assistance.
- Bend, squat, reach, and kneel throughout the shift as needed.
- Work with urgency and attention to detail while maintaining accuracy and safety.

- Tolerate exposure to strong odors, variable room temperatures, and continuous noise from machinery and production equipment.
- Wear required personal protective equipment (PPE) for the duration of the shift (e.g., scrubs, gloves, masks, lab coats, hairnets).

Key Performance Indicators (KPIs)

KPI	Target/Goal	Measurement Method
Order Fulfillment Output	\$150,000+ in outbound orders processed per week	Weekly order summary reports
Order Turnaround Time	All orders shipped within 3 business days	Time stamps from order approval to ship confirmation
Units Per Hour Pulled	250 units per hour	Weekly scorecard
Order Processing Speed	Orders packed and ready to ship within 2 days	Workflow logs, timestamps in fulfillment system
Order Accuracy Rate	≥ 98% of orders shipped without errors	QA post-checks, customer service feedback
Compliance Accuracy	100% compliance with labeling, manifests, and i502/WAC standards	Compliance audits, fulfillment documentation
Return/Correction Rate	≤ 1% of orders requiring rework due to fulfillment error	Return/rework ticket logs
Team Attendance	≥ 96% shift attendance	Timecard records

Core Values Performance KPIs

(Scored on a -3 to +3 scale, with 0 being baseline expectation)

Core Value	KPI Target	Measurement Method
Humbly Confident	±3 performance band	Feedback from peers/supervisors, coaching check-ins
Trusted Teammate	±3 performance band	Team surveys, collaboration metrics, behavior logs
Service-Driven	±3 performance band	Customer/internal team feedback loops
Strategic Innovation	±3 performance band	Contributions to process/system improvements
Growth Mindset	±3 performance band	Learning participation, upskilling efforts

Interpretation of Scores:

- **+3** = Exceptional demonstration of value
- **+/-** = Meets expectations
- **-1** = Needs immediate attention/improvement

Fulfillment Department Communication Tree

<p>VP of Operations</p> <ul style="list-style-type: none"> ● Fulfillment Manager <ul style="list-style-type: none"> ○ Fulfillment Supervisor <ul style="list-style-type: none"> ■ Fulfillment Lead <ul style="list-style-type: none"> ■ Fulfillment Assistant
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Top-Level Oversight

- **VP of Operations**
 - Holds overall responsibility for departmental performance, high-level decision-making, and strategic direction.
 - Direct reports: **Fulfillment Manager**

Fulfillment Management

- **Fulfillment Manager**
 - Reports to: VP of Operations
 - Oversees full scope of fulfillment operations, staffing, and KPI adherence. Coordinates with Packaging, Sales, QA, and Inventory Control.
 - Direct Reports: Fulfillment Supervisor, Business Systems Analyst

Core Fulfillment Sub-Departments

1. General Fulfillment Line

- **Fulfillment Supervisor**
 - Reports to: Fulfillment Manager
 - Manages: Fulfillment Lead → Oversees Fulfillment Assistants

2. Support Functions

- **Business Systems Analyst (if role is held by Fulfillment Manager)**
 - Reports to: VP of Operations (via Fulfillment Manager)
 - Role: Maintains and optimizes operational spreadsheets, reporting tools, and SOPs for accuracy and efficiency.

Frontline Fulfillment Team

- **Fulfillment Lead**
 - Reports to: Fulfillment Supervisor
 - Oversees: Fulfillment Assistants
- **Fulfillment Assistants**
 - Role: Perform order picking, staging, packing, and shipment prep. Ensure product flow aligns with inventory accuracy and order requirements.

Communication Flow Summary

Upward Communication

- Fulfillment Assistants: Report task completion, shortages, or delays to Fulfillment Lead
- Fulfillment Leads: Report shift status, supply needs, errors to Fulfillment Supervisor
- Fulfillment Supervisor: Escalates unresolved issues, cross-team coordination challenges, or system failures to Fulfillment Manager
- Fulfillment Manager: Escalates strategic or compliance-level issues to the VP of Operations

Lateral Communication

- Fulfillment Supervisor collaborates with:
 - Packaging Supervisors (for material flow timing)
 - QA/Compliance (for order integrity and manifests)
 - Sales (for custom orders or expedited shipments)
 - Inventory Control (for bin verification, cycle counts)
- Fulfillment Leads work across shifts to coordinate shared responsibilities and team coverage

Downward Communication

- VP of Operations → Delivers company priorities and policy updates to Fulfillment Manager
- Fulfillment Manager → Communicates strategic goals, new KPIs, and procedural changes to Supervisor and Analyst
- Fulfillment Supervisor → Assigns daily goals, provides coaching, and oversees SOP execution
- Fulfillment Lead → Directs task assignments and performance expectations to Assistants

Compensation

Pay Range: \$18.00 – \$20.00/hr

Electronic Communication & Systems Requirements

Effective communication and timely responsiveness are critical to team success. All Packaging team members are expected to:

- **Check and respond to work-related emails regularly** for shift updates, announcements, and compliance notifications.
- **Utilize Basecamp** for task management, project collaboration, scheduling, and departmental communication.
- **Log in to BambooHR** to manage personal employee information, time-off requests, and company-wide updates.

All team members must maintain an active account in each system, review updates daily during scheduled work periods, and complete assigned digital training or forms as required.

Disclaimer

The information presented indicates the general nature and level of work expected for the described position above. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this position. Rather, they are intended only to describe the general nature of the position.

SIGNATURES: The position holder and supervisor have reviewed and discussed this description of responsibilities. The incumbent agrees to perform the duties satisfactorily with the supervisor's guidance.

Employee Signature	
Date	
Print Name	
Signature of Supervisor	
Date	
Print Name	

Bodhi Core Values

Humbly Confident

We lead with quiet confidence, acknowledging our strengths while remaining open to feedback and growth. We take initiative, act professionally, and push through challenges with determination. Ego is left at the door, and humility paves the way for authentic leadership.

Trusted Teammate

We solve problems before they grow, follow through on every commitment, and show up for our team with consistency, honor and care. We earn trust by being dependable, detail-oriented, and always ready to step in and step up.

Service Driven

We are committed to serving others — customers, teammates, and our community. Every action we take is driven by a mindset of adding value and making a positive impact. We show up and help build a culture of support, generosity, and shared success.

Strategic Innovation

We don't just solve problems — we reimagine what's possible. We think creatively, act strategically, develop thoughtful products, and seek smarter ways to work, grow, and lead. We improve what exists and envision what's next.

Growth Mindset

We believe in continuous improvement and the power of learning. Challenges are opportunities for growth. We take initiative by seeking out greater responsibility — not just to advance our own development, but to strengthen the team as a whole.