



Job Description

TITLE: Packaging Coordinator

Department: Customer Success

Reports to: Customer Success Manager

FSLA status: Non-Exempt, Full-Time

FREE FLOW WINES – SAVING THE WORLD ONE KEG AND CAN AT A TIME

Free Flow Wines is looking for candidates who are passionate about what they do, enjoy working hard and thinking outside the 'bottle', but also appreciate a work-life balance. Free Flow created the wine on tap industry and continues as the leader in sustainable alternative packaging with keg leasing, filling, logistics, and market development, and the addition of new canning services. At Free Flow, a diverse, supportive and fun environment is core to our culture, and we are looking for employees who share these same values. If you enjoy a fast-paced and dynamic workplace and care about quality, customer success and sustainability, we are looking for you. We believe that by attracting and retaining the best talent, together we can build a category that will make a difference, by allowing the wine and hospitality industries to move to a greener, fresher, and better way to serve wine by the glass.

SUMMARY:

As the Packaging Coordinator in our Customer Success Department, you will work with all Wine-in-Can Customers to gather and order packaging materials via Free Flow's preferred suppliers. Top notch customer service, education and strategic account support has been critical to defining Free Flow's reputation and this role will be responsible to support our canning customers with packaging guidelines, assessing new packaging projects, order processing, and quality control. Not only will you work daily with our customers to help set them up for successful production on our equipment, but you will work with every team at Free Flow to optimize planning and acceptance of materials.

RESPONSIBILITIES INCLUDE:

- Project management & coordination of all dry goods to support FFW can program
- Collaborate with Production Planning team to forecast, coordinate and organize dry goods orders for can customers, including cans, corrugated/chipboard, misc. ingredients, etc.
- Quote, prepare and place monthly orders for all dry goods with relevant suppliers as needed
- Develop & manage 'New Packaging Configuration' request process with Free Flow Operations team, including sample materials collection, equipment testing and approval
- Work with customers to quote and invoice for special equipment configuration projects
- Coordinate artwork timelines with printers' production schedule and collect final proof approvals to meet deadlines
- Develop guidelines & Quality Control checklist for dry goods receipt to ensure compliance on FFW equipment and with customer approved artwork
- Troubleshoot incorrect orders with customer, FFW team & supplier to find prompt resolution

- Problem-solve and manage customer escalations related to billing, compliance and production issues
- Review and process customers invoices and supplier payments with FFW Accounting
- Assist with integration of order process into CRM system (POs, inventory management, billing automation, etc.)
- Other miscellaneous projects may include data entry, technical troubleshooting & administrative tasks

This position reports directly to the Customer Success Manager.

This position has no direct reports.

QUALIFICATIONS:

- 2+ years related packaging coordination experience
- Thrives working in a fast-paced, dynamic, start-up environment
- Forward thinker with a strong problem-solving mindset, ability to improve processes, & desire to learn
- Ability to multi-task, high attention to detail and excellent organizational skills
- Comfort communicating with customers & navigating difficult conversations and personalities
- Strategic thinker that is flexible and adaptable to change
- A team player who has the ability to work independently
- Excellent verbal and written skills
- Bachelor's degree
- Wine industry experience preferred
- Familiarity with NetSuite or similar CRM software
- Proficient using MS Office Excel, Word & Google Apps

COMPENSATION:

- Salary: Depends on Experience
- Free Flow Wines offers a comprehensive compensation & benefit package
- Regular hours are 8:00am - 5:00pm Monday through Friday.
- Occasional travel between FFW facilities required
- Should be able to lift 60 lbs. on occasion

If you'd like to be considered for this position, please, submit your resume via email to Careers@freeflowwines.com and include "FFW Packaging Coordinator" in the subject line.