

About the Company

Woman-run and owned since 1989, the company has been outfitting and inspiring women to take risks both big and small, lead in their communities, and seek their own adventures.

About the Role

We're looking for a Director, Operations and Logistics to join our team. Reporting directly to our President, the Director, Operations and Logistics will be responsible for taking our company strategies and turning them into actionable operating efficiencies in our Distribution Center and Customer Support Teams. With an overall focus on our customer's experience, operational excellence, and continuous improvement as Director, Operations and Logistics you will be hands-on owning both inbound and outbound customer contact, communication and problem resolution while providing support, resources, and knowledge to your teams.

This position is expected to be on-site at least 4 days a week (Mon-Thurs), splitting their time between our Distribution Center in Richmond, CA and Company Headquarters in Emeryville, CA as needed. **LOCAL CANDIDATES NEED ONLY APPLY**

Key responsibilities include:

- Communicate goals, plans, and expectations to the DC and CS leadership team: Establishing, implementing and communicating the strategic direction of the organization's distribution and customer support teams
- Collaborating with the leadership team to develop and meet company goals while supplying expertise and guidance on both the customer experience and operational projects and systems
- Ensuring departmental goals, budgets and project plans are in line with company goals and objectives and designed to deliver sustainable results in both the short and long term
- Partnering with other departments (e.g. Marketing, IT, Inventory Planning, Finance) to deliver a best-in-class experience for our customers
- Leverage systems, processes, documentation and metrics to lead, empower, mentor and coach the DC and Customer Support leadership through day-to-day warehouse activities
- Track, record, and analyze daily / weekly / monthly performance metrics vs plan. Adjust as necessary to ensure that your department contributes to achieving building wide goals. Provide reports on results and changes in direction of plans to President and other leadership as needed
- Identifying and developing "Generation Next" leaders within the company for the Distribution Center and Customer Support teams
- Owning vendor relationships and negotiating key contracts related to Fulfillment, Shipping and Logistics
- Performing additional related duties as assigned

About You:

- You're an athlete or outdoor enthusiast who enjoys working in a true team environment – one where everyone has their position, playing together for the win
- You have a willingness and enthusiasm for learning – not only from your 'coaches', but also from your teammates
- You're amped up about supporting women. Our daily work to move women's movement forward goes far beyond gear and apparel

You also have:

- 10+ years of industry-related experience including 3+ years in upper management/leadership. Retail, Apparel and DTC experience is strongly desired.
- Extensive knowledge of principles, procedures, and best practices in, distribution, warehousing, returns processing and customer experience
- Ability to work at a “hands on” level, problem solving and supporting the daily DC operations, while also bringing a strategic point of view for overall operational excellence and mid to longer term resource allocation and prioritization
- Experience keeping your finger on the pulse of the customer’s experience
- Strong management and leadership skills with a track record of successfully developing high-potential employees
- Excellent analytical and creative-problem solving skills, strong ability to work with data to drive insights and decisions
- Ability to successfully navigate tough discussions, manage through ambiguity and hold stakeholders (including employees) accountable
- Highly collaborative and works with others in a manner that fosters a results-focused culture where people want to do their best. Equally comfortable working with executive leaders as you are working with line-level staff
- Experience managing both exempt and non-exempt workforce management; experience with multi-lingual workplaces is a plus
- Willingness to travel as needed (e.g. vendor meetings etc.)

Must Have:

- Fierce resolve to win and humility
- Ability to work high and low - with examples (big picture and roll up sleeves)
- Proven team development
- Innately curious with solution mindset/continuous improvement focused
- Broad understanding of distribution and logistics and customer service is the “minor”
- DTC experience, apparel preferred (perishable = seasonality), high # of variables in SKUs
- Fostering a collaborative environment
- Microsoft and Google Suite Proficiency - technically agile

Like to Have:

- Work experience in multi-lingual environment
- Team Player & Coach experience
- Low-ego, willing to roll up sleeves and take ownership/pride in workforce
- Worked with remote workforce and in-house customer service
- 3PL is OK but have to be embedded (must know how a line works, picking and packing)
- Experience with variable labor workforce planning and budgeting

Our Benefits

- Medical, Dental, Vision, and Life Insurance
- Unlimited Paid Time Off plus 14 paid Holidays (including your birthday!)
- 401(K) with employer match
- Paid Parental Leave policy
- The Product Knowledge program: where you'll receive free company products for your first 15 months (to get you up to speed on our product line)
- A generous employee discount on Products and other industry "Pro Deals"
- A Bike Bucks & Carpooling rewards program
- Free, onsite Weekday Workouts (or Gym Reimbursement for remote roles and our Retail Teams)

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