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## Big Country Raw Job Posting

**Title:** Order Fulfillment / Administrative Team member

**Location:** Calgary, Alberta

**Employment Status:** Full-Time

**Estimated Start Date:** 1<sup>st</sup> Week of August

### Overall Accountability

The Order Fulfillment / Administrative Team member is responsible for the accurate and timely generation of all order picking and shipping paper work ensuring the highest level of service for our customers. Additional responsibilities include assisting the Order Fulfillment team with the physical picking and packing of orders.

### Key Responsibilities

#### Administration duties:

- Prepare all necessary paperwork for shipments including BCR deliveries, 3<sup>rd</sup> Party and Canada Post mail orders.
- Oversee the preparation of specialty orders, ensuring accuracy of all documentation.
- Submit return paperwork to Accounts Receivable for credit note issuance.
- Assist in adding late/add-on orders to deliveries ensuring they are recorded/labelled accurately on all paperwork and are loaded on the correct truck.
- Assist in the investigation of order errors or customer complaints.

#### Order Fulfillment duties:

- Pick, assemble and load orders for shipment.
- Ensure all orders are picked accurately, ensuring excellent customer service.
- Use warehouse equipment to load, unload, sort and move products around the warehouse.
- Ensure all shipments are stacked, wrapped, and labeled according to BCR standards and customer requirements.
- Keep work area clean and organized.
- Support the Warehouse Manager and team as required.
- Helps ensure a safe and healthy work environment through the companies Health and Safety program reporting any workplace health and safety concerns to the Warehouse manager.

### Reporting Relationships

Reports to: Warehouse Manager

Direct Reports: None

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## Qualifications & Experience

- Post-Secondary certificate in Office Administration is an asset.
- 2 years' general warehouse / order picking / packing experience.
- Ability to lift from 30 to 50 lbs.
- Able to work in a warehouse environment including a commercial size freezer.
- Proficient in using MS Office Suite.
- A valid forklift licence.

## Competencies

- Self-Motivated
- Detail Oriented
- Able to work in a fast-paced environment
- Flexible / Agile
- Team Oriented
- Customer Focus
- Strong Communication skills

We offer competitive wages a comprehensive benefit plan and the opportunity to work with great people! If you are someone who is enthusiastic, customer service orientated and enjoys a fast-paced environment (which makes the day fly by!) then this job is for you! Flexibility is required as this is a small team and there are a variety of duties to be completed in a day.

### HOW TO APPLY:

Please submit your resume via the **Indeed Job site** for Canada. Applications must be submitted prior to June 26, 2020.

We are conducting an internal and external search simultaneously. We wish to thank all applicants for their interest however only those applicants selected for an interview will be contacted.

Big Country Raw is committed to meeting the needs of persons with temporary and/or permanent disabilities in a way that allows them to maintain their dignity and independence. We are happy to discuss any need for accommodation in the workplace and will make an effort to meet those needs in a timely manner by preventing and removing barriers to accessibility in the areas of information, communications and employment.

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