



GoRescueTM
a family of lifesaving brands



Logistics Coordinator + AED365 Support Positional Announcement

To apply, please send your resume/ CV and a detailed paragraph of #1) why you want to work for GoRescue, #2) how your knowledge, skills and abilities will benefit GoRescue, and #3) what you are most passionate about to: tim@gorescue.com

All emails will be responded to – if you are considered for the next steps, our team will reach out to schedule those with you.

ALL EMAILS MUST BE SUBMITTED NO LATER THAN OCTOBER 8, 2021 at 3PM Central Time.

Mission

To empower and equip people with lifesaving solutions by making their experience easy, engaging, and effective.

Vision

Deliver exceptional lifesaving solutions.

CORE Values

Honor God
Excellence in service
Balanced living
Stewardship through accountability

Motto

Lifesaving Made Easy™

Position Objective

Logistics Coordinator

Excel in delivering logistical coordination and support with the Customer Service + Fulfillment Team by implementing the best in customer + team support through customer service / support, shipping, warehousing, inventory management, facility cleaning + maintenance, growth initiatives, and operational coordination.

AED365 Support

Ensure and promote sustainable growth of AED365 (both direct and reseller sales) by developing and delivering superior client services, support, and retention of our clients around-the-clock.

Job Description

The Logistics Coordinator (LC) will focus on accomplishing the company's vision of sustainable growth through servant leadership, strong communications, and outreach. This position requires a business / entrepreneurial approach to our operations while using customer-centric strategies. An excellent command of logistics is a must. This position is tasked with fully supporting and serving AED365 clients, answering inbound communications including calls, emails, and chats, providing operational support and back-up fulfillment for our team(s), shipping, warehousing, inventory management, project management, and other tasks as assigned.

Additionally, the Logistics Coordinator will serve as our Facilities Coordinator ensuring our facility is well maintained, clean, and operational. The ability to multi-task and manage multiple requests, methods of communication, and projects is essential while maintaining attention to detail. Displaying a positive, can-do attitude in all situations will prove successful in this position. This position will own the three areas of AED365 Support, warehouse/shipping/facilities, and project management. Finally, development and maintenance of personal relationships with our team, vendors, clients, and stakeholders is a must.

Qualifications

This coordinator-level role must be staffed by a competent and qualified professional able to make critical decisions, manage resources, lead people, and work as part of a dynamic, growing team. Accordingly, the minimum qualifications of a successful candidate include:

- A demonstrated passion for our company's mission, vision, and CORE values as well as passion to fulfill this specific job function every day
- Ability to be flexible in managing time for fulfillment of job responsibilities
- Two (2) years experience in a position conducting support, logistics, coordination, communication, and task fulfillment

- Associates degree or equivalent amount of post-secondary education (highly preferred) (i.e. associates degree, paramedic training, specialty certification, etc.)
- Ability to type a minimum of 35 WPM
- Ability to successfully communicate well with internal and external stakeholders
- Ability to successfully manage scheduling logistics on multiple platforms with multiple parties
- Ability to manage warehousing for a wide variety of products, SKUs, and items
- Ability to implement inventory management strategies and solutions to account for all inventory items
- Ability to coordinate with vendors, shippers, clients, and team members to ensure fulfillment of orders
- Ability to apply knowledge, skills, and abilities to critically think-through and troubleshoot logistics, problems, and issues to a successful resolutions
- Excellent attention to detail
- Excellent time management ability

Priority Responsibilities – Warehouse+Shipping+Facilities+Project Management

- Process and fulfill all orders in the warehouse using shipping carriers daily
- Prepare bulk inventory items into retail kits (i.e. first aid student bags, bleeding control kits) for orders
- Receive products and enter into inventory
- Organize warehouse
- Manage and utilize inventory management system to ensure 100% accountability of all products and items
- Assist in delivery of products to clients as needed
- Resolve shipping issues with shipping carriers
- Ensure company facilities are cleaned + maintained according to maintenance plan
- Ensure supply levels for facilities are maintained according to supply plan

Priority Responsibilities – AED365 Support

- Serve and fulfill all aspects of AED365 Support, including fulfillment, support, onboarding, growth, marketing, and development
- Successfully promote AED365 and related services
- Responsible for coordinating and administrating program development of AED365 with development team, as well as conducting market research
- Promote and grow our Reseller / Partner program
- Complete AED installations, AED inspections, and product/service orientations as needed
- Serve as the show captain for various marketing opportunities around the region if needed
- Promote client retention through relationship maintenance

- Be available to travel as needed for the benefit of the company
- Be available to attend in-person meetings, training, company meetings/activities as needed
- Provide fresh ideas for the growth of our sales team
- Assist on special projects as needed

General Responsibilities (all)

- Serve supporting role to team
- Serve as back-up instructor for courses whereupon all other options have been exhausted
- Assist Customer Service Team with overflow of phone calls / chats / emails
- Manage building safety + security initiatives
- Assist with walk-in client needs and event set-up including classes, meetings, etc.
- Promote additional offered services, including sales of AEDs, AED program management software/apps, instructor supply purchases, and other student / client focused products / services
- Optimize organizational efficiency through cost-saving measures, additional profit centers, etc.
- New hire onboarding assistance
- Be available to travel as needed for the benefit of the company
- Be available to attend weekly, monthly, and bi-annual training, company meetings/activities as needed
- Provide fresh ideas for the growth of our company
- Attend exhibits / training-related functions as needed
- Provide timely project fulfillment for any and all assigned projects
- Provide regular status updates / reports to company leadership as requested

Reporting

This position reports directly to the Business Manager. The National Operations Director will provide guidance regarding inventory, warehousing, and shipping needs. There are no direct subordinates of this position. The Customer Success Coordinator and Business Manager will back-fill this position as needed.

Hours

As a salaried exempt employee, this position will primarily work during our normal business hours, Monday - Friday, from 830AM - 430PM. Ensuring all positional responsibilities are complete by deadlines may necessitate extended working hours as meeting deadlines and positional expectations is fully expected as part of this salaried position. This position is expected to provide after-hours support by phone, text, and email as needed. The position will serve one (1) rotation on-call after hours per cycle outside of the continuous on-call responsibility for AED365 Support.

Goals

Attainment of these three (3) objectives are foundational to this position:

1. Provide 100% accurate fulfillment of daily warehousing, shipping, and facility responsibilities, including all orders shipped same-day if received by 12PM CST and in-stock
2. Provide accurate and on-time completion of all assigned projects
3. Deliver 24x7 support for AED365

Compensation

The positional compensation plan is as follows:

- Competitive base salary
- Commission incents for sales generated and closed by this position on outbound sales calls for new clients (does not apply if another sales person is involved in the sale)
- Training site recruitment bonus

Commission totals must be tracked by this position, audited, and submitted to the NOD for approval and payment.

Benefits

- 401k + employer match of 3%
- Blue Cross Blue Shield Health, Vision, & Dental insurance - single coverage
- Company-issued computer / equipment / supplies
- Two weeks paid vacation (10 days)
- One week paid sick time (with physician excuse) (5 days)
- 11 paid company holidays (12 if participating in on-call rotation)
- Paid day off for birthday (if position fulfills required on-call rotations)
- Paid company travel
- Free snacks + drinks at the HQ
- Company-issued uniforms / apparel
- \$50/month phone and technology stipend (\$600/yr benefit) - must maintain company voicemail and expected to take on-call rotations and after-hours support
- Company-assigned AED and bleeding control kit

Travel

- Travel costs (hotel, airfare, ground transport, meals) will be provided when traveling overnight
- Fuel reimbursement will only be provided when completing field work