



## MINISTRY DESCRIPTION

**Title:** Fulfillment Manager  
**Department:** Supply Chain  
**Reports to:** Distribution Director

**Schedule:** Regular, Full-time  
**FLSA:** Exempt

### **Ministry Function:**

The Fulfillment Manager supports the ministry of Convoy of Hope (COH) by working alongside the Distribution Director for inventory management for all outbound gifts in kind (GIK): including COH program initiatives and partner agencies.

### **Essential Duties and Responsibilities:**

1. Manage the Convoy of Hope Approved Partner Agency program. This includes researching, vetting potential partner applications and growing the program.
2. Oversee the process to identify new partners.
3. Maintain the digital file for partner applications.
4. Balance product requests with COH inventory and COH program needs.
5. Engage in load creation, partner relationships and correspondence as directed by the Distribution Director.
6. Provide back up to Distribution Director in relation to inventory management for all outbound GIK activity.
7. Manage GIK reports including donor, distribution and end-use product reports.
8. Provide weekly and monthly reporting of key data as defined to the Distribution Director.
9. Work in conjunction with the Inventory Manager in conducting weekly warehouse cycle counts.
10. All other duties as assigned.

### **Required, Knowledge, Skills, and Abilities:**

1. Bachelor's degree in business or related field preferred; High School diploma or equivalent required.
2. 5+ years experience in management of processes, product, inventory or people.
3. Ability to vet and cultivate new partnerships.
4. Proficient in the use of Microsoft Excel and working knowledge of Word and PowerPoint. Experience with Warehouse Management Systems a plus.
5. Excellent phone skills with strong interpersonal communication and relational skills.
6. Ability to positively contribute to team projects, cooperate with team members and assist supervisors in planning and evaluation.
7. Proven leadership and motivational skills and the ability to independently make decisions.
8. Excellent written communication skills for creating, editing and proofreading correspondence.
9. Ability and willingness to travel domestically and internationally required on an infrequent basis.
10. Strong organizational skills with detail orientation and follow through required.
11. Ability to multi-task, solve problems and manage deadlines.
12. Demonstrated skills in sound judgment, compliance, relationship-building, organization/structure and development of process.

13. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
14. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
15. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

### **Supervisory Responsibilities:**

Created: April 11, 2013  
Revised: February 21, 2017

