Job Announcement: E-commerce Order Fulfillment & Inventory Coordinator

3PL OPERATIONS, LOGISTICS & STOCK CONTROL · NATIONWIDE US REMOTE

Operational Parameter	Official Role Specification
Company & Domain	**SuperBox for TV** (https://superboxfortv.com/)
Position Title	E-commerce Order Fulfillment & Inventory Coordinator (3PL Operations)
Employment Classification	Full-Time / Independent Contractor (100% Remote, US-Compatible Hours)
Openings & Coverage	Single Position (Dedicated Operations Lead)
Target Location	United States (Remote nationwide)
Compensation Band	**$48,000 – $65,000 annually** or **$24.00 – $32.00 per hour** (+ quarterly bonuses)

[SEC-01] Company Overview

SuperBox for TV is a premier authorized distributor of authentic SuperBox streaming media hardware across the United States and Canada. We specialize in supplying households with genuine, high-performance home entertainment devices—including the flagship **SuperBox S6**, **SuperBox S7**, and **SuperBox S8** series—backed by verifiable serial numbers, official manufacturer warranties, and dedicated customer care.

In high-value consumer electronics e-commerce, outstanding hardware and persuasive marketing mean nothing if customer packages arrive late, damaged, or misrouted. When a customer purchases a flagship entertainment box, they expect prompt dispatch, real-time tracking transparency, and pristine unboxing presentation. We are seeking a meticulous, commercially minded E-commerce Order Fulfillment & Inventory Coordinator to assume operational command over our day-to-day fulfillment workflows, coordinate seamlessly with our domestic third-party logistics (3PL) warehouse partners, eliminate shipping exceptions, and preserve flawless inventory accuracy across all device lines.

[SEC-02] Schedule & Working Arrangement

This is an autonomous remote position requiring reliable alignment with core US business hours to interface directly with domestic warehouse shifts and carrier pickup windows:

SCHEDULE & OPERATIONAL COORDINATION

- **Schedule:** Monday through Friday.
- **Working Window:** 9:00 AM – 5:30 PM EST (Flexible core overlap with US East Coast business hours).
- **Collaboration Framework:** Report directly to the Head of E-commerce and collaborate daily with Customer Service Representatives, Technical Support Leads, and Warehouse Operations teams. You will have full operational autonomy over daily order release queues, inventory audits, and carrier escalation tickets while participating in weekly supply chain reviews.

[SEC-03] Core Responsibilities & Supply Chain Governance

Rather than mechanically approving shipping batches, you will manage physical order movement as a disciplined supply chain and customer satisfaction safeguard across five key functional areas:

01 **Daily Order Processing, Verification & Carrier Routing:** Maintain rigorous command over storefront order queues, ensuring every paid order is validated, batched, and transmitted to our warehouse fulfillment system prior to carrier cut-offs. Scrutinize incoming orders for shipping discrepancies, utilizing automated address validation tools to catch incomplete postal codes, unverified apartment numbers, or high-risk addresses before labels are printed. Optimize routing across USPS, UPS, FedEx, and Canada Post.

02 **3PL Fulfillment Center Coordination & Dispatch Hygiene:** Serve as chief operational bridge between our e-commerce platform and domestic US warehouse facilities. Monitor warehouse fulfillment SLAs, verifying same-day fulfillment benchmarks and smooth tracking number sync back to WooCommerce and customer notifications. Liaise directly with warehouse supervisors to isolate root causes of packing discrepancies, label mismatches, or delays.

03 **Inventory Control, Rebalancing & Stock Replenishment Forecasting:** Maintain total visibility over on-hand inventory across multiple SKUs (SuperBox S6, S7, S8, voice remotes, power adapters, HDMI cables). Conduct regular cycle-count reconciliations between storefront database quantities and warehouse physical counts, investigating shrinkage immediately. Forecast stock burn rates ahead of major sales sprints, Black Friday surges, and holiday seasons.

04 **Reverse Logistics, Return (RMA) Processing & Quality Audits:** Orchestrate reverse logistics workflows, coordinating Return Merchandise Authorization (RMA) tracking numbers and cross-referencing returned units against original serial numbers. Collaborate with warehouse return clerks to inspect returned goods, categorize units (unopened restock, minor repackaging, or defective warranty units), and notify customer service for prompt refunds or replacements.

05 **Transit Exception Resolution & Carrier Claims Governance:** Actively track outbound shipments encountering transit delays, severe weather holds, misdeliveries, or "delivered but missing" carrier events. File and pursue carrier damage and loss insurance claims, compiling commercial invoices and proof-of-dispatch documentation to recover business funds while coordinating immediate replacements with customer support.

All order fulfillments, carrier claims, and warehouse handoffs strictly follow our verified US shipping schedules, transit protection guarantees, and central fulfillment guidelines administered from California.

[SEC-04] Candidate Profile & Qualifications

- **Proven E-Commerce Logistics & Fulfillment Track Record:** Minimum of 2 to 3 years of hands-on order fulfillment and inventory management experience supporting direct-to-consumer physical product brands in the United States or Canada. Deeply familiar with commercial domestic courier ecosystems, rate tables, delivery transit windows, and common customs considerations for Canadian cross-border shipments. Serialized electronics inventory experience is a strong asset.
- **Tooling, ERP & Shipping Platform Competency:** Practical fluency working with modern shipping and order management platforms (ShipStation, Shippo, ShippingEasy, or native WooCommerce ecosystems). Intermediate to advanced skills in Google Sheets and Microsoft Excel (VLOOKUP/XLOOKUP, pivot tables, inventory formulas) to reconcile bulk order batches, track SKU allocations, and produce clean discrepancy reports. Familiarity with WMS portals.
- **Critical Thinking, Analytical Precision & Communication:** Obsessive eye for detail where a single transposed digit in a tracking number or SKU code stands out immediately. Strong written communication skills to deliver clear updates to warehouse personnel, support agents, and carrier representatives. Calm, structured, and proactive during peak promotional volumes or courier disruptions.

[SEC-05] Home Office & Technical Requirements

HARDWARE & WORKSTATION

Dependable desktop or laptop running Windows 10/11 or macOS with at least 16 GB RAM, capable of managing heavy multi-tab dashboards and large spreadsheet exports smoothly.

INTERNET CONNECTIVITY

Secure high-speed connection with at least 50 Mbps download and 15 Mbps upload to support cloud database manipulation and video team calls.

PRODUCTIVITY TOOLING

Advanced comfort in Google Workspace (Sheets, Docs, Drive) and team communication tools such as Slack, Asana, and shipping label printing suites.

[SEC-06] Compensation, Autonomy & Operations Perks

REMUNERATION & BONUSES

Base salary or hourly rate of **$48,000 – $65,000 annually** or **$24.00 – $32.00 per hour**, disbursed bi-weekly. Quarterly performance bonuses tied to fulfillment turnaround speeds, low error rates, and carrier claim recoveries.

HARDWARE KIT & CAREER GROWTH

Full operational autonomy over order release scheduling, carrier exceptions, and inventory reconciliation. Complimentary flagship SuperBox unit (S7/S8) provided. Direct pathways to Supply Chain Operations Manager or Logistics Director.

[SEC-07] Application Protocol & Logistics Screening

Send your resume in PDF format to **careers@superboxfortv.com** with the exact subject line:

> **Application: Order Fulfillment & Inventory Coordinator - [Your Full Name]**

In the body of your email or cover letter, please provide concise responses to these three mandatory operational scenarios:

> **1. Disputed Delivery Investigation:** An online customer contacts customer service claiming their package was marked "Delivered at Front Porch" by USPS two days ago, but they never received it. What systematic steps do you take on the fulfillment and carrier side to investigate and resolve this claim?
> **2. Peak Volume Preparation:** Ahead of a major 3-day holiday promotional sale, our media team expects order volume to triple. What specific steps do you take 2 weeks prior with our 3PL warehouse and inventory systems to ensure fulfillment runs without backlogs?
> **3. Availability & Compensation:** What is your confirmed availability start date, and what are your full-time compensation expectations?

SuperBox for TV is an Equal Opportunity Employer. We evaluate all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

[SEC-08] Authorized Reseller Entity & Helpdesk Directory

SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER **ID: SP20250414002**

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox S6, SuperBox S7 & SuperBox S8 devices with full warranty support in US & Canada.

Corporate Details & Central HQ:
- Website: **https://superboxfortv.com/**
- Brand / Legal Entity: SuperBox Official Store LLC
- United States Central HQ: 15427 E Valley Blvd, City of Industry, CA 91746, USA

Recruitment & Logistics Desk:
- Career Submissions: **careers@superboxfortv.com**
- Customer Support Email: **support@superboxfortv.com**
- Direct Support Phone / WhatsApp: **+1 (857) 995-2773**
- Helpdesk: 24/7 Priority Live Support (Office: Mon – Fri, 9AM – 6PM EST)

OFFICIAL SOCIAL PROFILES

Facebook | X (Twitter) | Pinterest | LinkedIn | YouTube | TikTok | Instagram | Threads | Tumblr | Bluesky

VERIFIED REVIEWS & TRUST PROTECTION

Trustpilot | Trustindex | Trustburn | Scamadviser

Official Logistics & Fulfillment Recruitment Directive · SuperBox Official Store LLC **15427 E Valley Blvd, City of Industry, CA 91746**