

Order Fulfillment & Warehouse Operations Specialist

ON-SITE (UNITED STATES) · NORTH AMERICAN FULFILLMENT & LOGISTICS CENTER

Company & Storefront	SuperBox for Sale (superboxforsale.com)
Employment Status	Full-Time (W-2 Employment)
Available Openings	2 Positions (Shift 1: Morning Outbound Dispatch Shift 2: Mid-Day Intake & RMA)
Physical Work Location	On-Site — North American Fulfillment & Logistics Center (United States)
Target Compensation	\$19.00 – \$24.00 per hour, plus quarterly accuracy bonuses, health assistance & overtime

01 About SuperBox for Sale

SuperBox for Sale is an established authorized North American distributor of premium Android media hubs, providing genuine SuperBox hardware—including the S6, S7, and flagship S8 generations—directly to home theater enthusiasts, cord-cutters, and families throughout the United States and Canada.

Because our media hubs represent a substantial consumer investment (\$300 to \$400+ per unit), our fulfillment process cannot function like an ordinary high-volume apparel warehouse. Every package that leaves our facility carries high customer expectations and significant commercial value. A single shipping delay, mislabeled serial number, damaged retail box, or missing accessory directly damages consumer trust and creates costly customer support escalations. The Fulfillment & Warehouse Operations team serves as the physical backbone of our entire brand, transforming online transactions into pristine, secure, and rapid deliveries while protecting inventory integrity from arrival to final dispatch.

02 Strategic Purpose of the Role

We are recruiting two meticulous, dependable, and physically active Order Fulfillment & Warehouse Operations Specialists to manage daily order throughput and technical inventory operations at our fulfillment hub. In this role, you will be directly responsible for the accurate receipt, serialized scanning, customized packaging, and prompt carrier handoff of hundreds of high-value electronic units each day.

This is a hands-on, high-responsibility logistics role tailored for individuals who take genuine pride in flawless order accuracy, structured organization, and tidy workspace standards. Working in direct communication with our remote customer support desk and technical helpdesk, you will bridge physical inventory handling with digital warehouse management systems, ensuring that our storefront maintains near-zero error rates and outstanding same-day dispatch performance.

03 Operational Shifts & Work Schedules

To maintain efficient logistics workflows and manage both incoming manufacturer freight and strict daily carrier dispatch cutoffs, we are filling two dedicated schedules. Candidates must state their shift preference during application:

Shift 1: Outbound Dispatch

MORNING

- **Hours:** 7:30 AM – 4:00 PM (Monday through Friday, occasional peak weekends).
- **Core Focus:** Fast-paced morning fulfillment. Process overnight queues, pick multi-item orders, package with protective foam, scan serials (SN/MAC), print shipping labels, and hand off to morning/afternoon USPS, UPS, and FedEx pickups.

Shift 2: Intake & RMA Operations

MID-DAY

- **Hours:** 11:30 AM – 8:00 PM (Monday through Friday, occasional peak weekends).
- **Core Focus:** Inbound freight & returns management. Unload bulk pallets, conduct QC on new shipments, restock bins, execute physical triage on Return Merchandise Authorizations (RMAs), and run daily cycle counts.

04 Key Operational Responsibilities

1. Serialized Hardware Picking, Custom Packing & Unboxing Experience

Accurately locate, pick, and prepare outbound orders containing flagship SuperBox consoles, remotes, and accessories. Scan outer UPCs and unique serial numbers (SN/MAC address) into our Warehouse Management System (WMS) for every unit. Pack each order with custom protective materials to eliminate transit shock, verify tamper-evident factory seals, and insert quick-start guides to guarantee a premium unboxing experience.

2. Carrier Manifesting, Logistics Scheduling & Same-Day Dispatch

Operate high-speed thermal label printing stations, generating optimized shipping manifests across USPS Priority Mail, UPS Ground, and FedEx Express. Monitor tracking statuses, resolve carrier address validation alerts before packages leave the loading dock, and collaborate with drivers during pickups for complete master scans, eliminating lost package disputes and delivery blind spots.

3. Systematic Inbound Freight Receiving & Inventory Governance

Safely unload palletized air and sea freight shipments containing sensitive electronics. Inspect master cartons for external damage, verify bill-of-lading counts against purchase orders, and report discrepancies immediately. Systematically organize inventory across designated bin locations, ensuring clear signage, logical SKU separation (S6, S7, S8), and strict First-In, First-Out (FIFO) stock rotation.

4. RMA Intake, Hardware Triage & Refurbishment Processing

Open customer return packages, document RMA numbers, inspect hardware for physical damage or tampering, and photograph cosmetic flaws. Follow Tier-2 Technical Helpdesk protocols to connect returned units to test monitors, verify power/system status, execute factory data wipes, and categorize items into clean restocking, factory return, or accessory-replacement bins.

5. Quality Auditing, Kitting & Loss Prevention

Participate in routine weekly cycle counts and monthly comprehensive inventory audits, catching discrepancies before they impact orders. Assemble promotional bundle kits—pairing flagship consoles with backlit wireless keyboards, premium HDMI cables, or extended warranty packs—ensuring kitted inventory counts update accurately across our digital storefront.

05 Candidate Profile & Operational Qualifications

- **Warehouse & Electronics Fulfillment Background:** At least one to two years of proven experience in warehouse fulfillment, e-commerce order packing, or retail inventory management. Past experience handling consumer electronics, computer peripherals, mobile phones, or sensitive hardware is a major asset. Familiarity with barcode scanners, thermal printers (Zebra), digital scales, and cloud shipping/WMS platforms (ShipStation, Shopify Fulfillment, Fishbowl).
- **Uncompromising Attention to Precision & Process:** High natural focus and disciplined consistency in double-checking packing slips against physical contents. Understands that a single incorrect serial digit or wrong model tier ripples across customer support and warranty databases. Takes pride in keeping packing tape, labels, and bubble wrap maintained in an orderly, efficient layout.
- **Physical Stamina & Workplace Safety Adherence:** Comfortable standing, walking, bending, and reaching throughout an 8-hour shift on concrete warehouse flooring. Physical capability to safely lift, stack, and move individual cartons and containers weighing up to 50 pounds independently. Uncompromising commitment to OSHA safety, aisle tidiness, manual pallet jack operation, and ergonomic lifting.

06 Facility Infrastructure & Workspace Environment

Climate & Ergonomics

Clean, well-lit fulfillment facility equipped with anti-fatigue matting at all active packing benches, climate-controlled packaging areas, and modern ergonomic workstations.

Safety Standards

Strict compliance with standard OSHA guidelines, including provided high-visibility vests, cut-resistant gloves, and clearly marked industrial traffic aisles.

Security Oversight

24/7 video-monitored facility with secure badged entry to safeguard high-value electronics inventory and ensure a protected, accountable work environment.

07 Compensation, Growth & Benefits

- **Competitive Hourly Wage:** \$19.00 to \$24.00 per hour, based on direct fulfillment experience, shipping software fluency, and warehouse equipment operating skills.
- **Quarterly Accuracy Bonuses:** Financial performance incentives awarded to warehouse staff who consistently achieve near-perfect picking/packing accuracy and hit on-time dispatch targets.
- **Overtime Opportunities:** Predictable overtime pay opportunities (1.5x regular pay rate) during high-volume retail peaks (Black Friday, Cyber Week, major championship seasons).
- **Hardware Lab Perks:** Complimentary flagship SuperBox unit for your home after your probationary period, ensuring complete familiarity with the products you package daily.
- **Career Mobility:** Direct advancement pathways into Warehouse Team Lead, Logistics Operations Coordinator, Quality Assurance Inspector, or Inventory Control Specialist.

08 Application Instructions

To submit your application for this position, send an email directly to careers@superboxforsale.com with the exact subject line formatted as:

Application: Warehouse & Order Fulfillment – [Your Full Name] – [Preferred Shift: Morning or Mid-Day]

Please include the following three elements in your application email:

1. **Updated Resume:** Highlighting warehouse, fulfillment, inventory management, or retail electronics experience, including shipping software or material equipment used.
2. **Shift Availability:** Explicitly confirm whether you are applying for Shift 1 (7:30 AM – 4:00 PM) or Shift 2 (11:30 AM – 8:00 PM), along with your earliest available start date.
3. **Fulfillment Scenario Response (200 words max):**

Prompt: Suppose you are packing an urgent afternoon order for a customer who purchased a flagship SuperBox S8 bundle with an extra voice remote. When you grab the console box from the bin, you notice the transparent factory seal is slightly peeled back, and the carrier driver is scheduled to arrive at your loading dock in 15 minutes. Explain how you would handle this situation to balance delivery speed with product quality assurance.

09 Equal Opportunity Employer

SuperBox for Sale is an Equal Opportunity Employer. We evaluate all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other legally protected characteristics. We celebrate reliability, rigorous operational accuracy, and a shared dedication to exceptional e-commerce delivery across our entire fulfillment organization.

10 Official Business Identification & Dealer Verification

SuperBox for Sale is a leading authorized dealer of SuperBox, specializing in the supply of genuine SuperBox TV boxes Series S6, S7, and S8 across the United States and Canada.

Recruiting Desk: careers@superboxforsale.com
Logistics & Hub: support@superboxforsale.com

Sales Hotline (WhatsApp): **+1 (945) 254 6147**
24/7 Tech Desk (WhatsApp): **+852 9674 3876**

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