



WHERE IS YOURS MADE?®

Position: Operations Manager

Want to join a team of passionate individuals working to make a difference? At Authentically American, our mission is to create US jobs by supporting American manufacturing. Our passion and focus is providing the American consumer an option for premium, American made apparel and custom branded apparel for American businesses and organizations. We actively support Veteran and First Responder charities by donating 10% of our profits.

- Website: www.authenticallyamerican.us
- Authentically American Story: [VIDEO](#)
- Authentically American on Fox & Friends: [SEGMENT](#)

Role Overview

We're looking for a highly motivated Operations Manager to take ownership of a key high-value area of our business. The ideal candidate will work effectively with multiple internal and external teams involved in our overall execution with the end goal of increasing and maximizing revenue through streamlined operations and logistics.

The Operations Manager will work closely with our Manufacturers, Suppliers, Sales, and Marketing Team, continuously reviewing and improving our processes and customer experience from acquisition through service delivery.

This position requires strong leadership skills and the ability to form good relationships with key stakeholders to ensure an overall streamlined operation.

The Operations Manager will report to our Founder & CEO.

This role will be based at our headquarters office in Nashville, TN.

Responsibilities

- Reviewing and improving our quality of service delivery consisting of order flow, transportation services, order tracking, and lead-times
- Purchasing and project management to include identification of project requirements and timelines
- Improving our customer experience through communication to our Sales and Marketing Team
- Establish processes and systems to streamline order cycle and workflow
- Build and maintain strong external partnership with key suppliers and vendors
- Build and maintain strong internal partnership with Sales and Marketing Team
- Develop reports to track and enable timely execution and delivery
- Lead the Warehouse and Fulfillment Team

Skills

- High character and integrity
- Passionate about company vision, mission, and values
- Project management skills including strong organization, attention to detail, and ability to coordinate and interact with cross-functional teams
- Strong leadership skills
- Self-starter capable of working autonomously
- Analytical & data driven
- Demonstrated ability to solve problems in a fast-paced start-up environment
- Detail and process oriented
- Strong technology skills; programs/systems currently used: MS Office Suite (primarily Excel/Google sheets), Inventory and Order Management System/ERP (Apparel Magic), CRM (HubSpot), and Commerce Platform (Shopify)
- Ability to prioritize and multitask
- Excellent written and verbal communications skills

Experience:

- Minimum 2+ years operational experience in working with external suppliers
- Bachelor's Degree preferred
- Prior military experience preferred
- Apparel ordering experience preferred

Compensation:

- Target Salary = \$50,000 (higher or lower based on experience)
- Future bonus opportunity
- Participation in future Teammate Equity Program (in development)
- Currently no benefits (planned for in the future)
- 3-weeks of paid vacation and 10 paid holidays

Work Hours and Location:

- Headquarters office
- 40-50 hours per week

Start Date:

- Targeting October 2021

Interested Candidates: send resume to careers@authenticallyamerican.us