



West Coast Market Manager

Dispatch Goods is a female-founded reverse logistics company. We are on a mission to eliminate packaging waste by designing and building an infrastructure for reuse. We partner with many large food companies, caterers, brands, and other organizations to enable reuse by collecting, sorting and sanitizing, and redistributing products. We are backed by strong investors in the climate and traditional venture space.

As the West Coast Market Manager, you will be responsible for the overall success of the West Coast market. You will plan, evaluate, and optimize operations to be efficient and cost-effective. You will manage day to day operations, operational costs, and budget.

This position is based in our San Francisco (Bayview) warehouse. We are looking for a motivated person who wants to grow with our company and who is excited about a hands-on role at a fast growing Seed stage startup. We are a team of doers and thinkers that are scaling our company to the next stage.

Key Responsibilities

- Manage West Coast P&L, plan operations to meet revenue and margin goals
- Oversee West Coast processing and warehouse team; plan and monitor day-to-day operations to be efficient and cost effective.
- Build high performing warehouse team and cultivate outstanding team culture; hire associates, manage scheduling and performance evaluation, and resolve conflicts
- Partner with Sales team to onboard new customers and provide excellent customer service for existing customers; Manage escalated customer issues, incident reports, and legal actions
- Prepare monthly budget for each warehouse/region of responsibility; review spend and identify areas for cost reduction across labor, supplies, transportation, facilities, etc.
- Ensure that warehouse operations meet regional and national regulations
- Prepare and report on sales, production metrics, personnel matters, inventory, and systems implementation
- Supervise team of associates to achieve daily production goals across dishwashing and other sanitization processes; set daily priorities and hold team accountable to hit processing metrics
- Meet processing goals while maintaining compliance with safety and quality standards; track and manage metrics
- Ensure adherence to SOPs for all processes and customers
- Train and coach team members; hold employees accountable for quality of product
- Actively monitor line performance (and at times directly participate in production) to ensure proper operating conditions and identify opportunities for improvement
- Analyze production issues and recommend, develop, and implement continuous improvement strategies; creatively problem-solve ways to improve regional margin
- Identify and implement process improvement initiatives to reduce costs, improve efficiency, and ensure product quality



Job Qualifications:

- Previous management experience with a flexible hourly workforce in a restaurant, warehouse, manufacturing, food service environment, or other similar fast-paced and goal-oriented environment
- You are excited to be in an in person, interactive role that is both tactical and strategic
- Demonstrated ability to lead a team to hit ambitious outcomes
- Excellent verbal and written communication skills; strong interpersonal skills and ability to engage proactively with employees at all levels of the organization
- Ability to manage multiple projects/priorities
- Flexibility with schedule, with some weekend and evening availability

Highly desired, but not required:

- Undergraduate degree
- Spanish language proficiency

Working conditions:

- Potential for very warm or very cold working environment

Salary Range:

- \$85,000-\$110,000 per year (compensation includes base salary and bonus based on market performance, plus equity)

Email careers@dispatchgoods.com to apply.