



## JOB POSTING

Location: Spartanburg, SC

Full time

Salaried Exempt position

Salary Range; \$55,000 - \$70,000 DOE

### **About the Company:**

Integrated Biometrics, LLC designs and manufactures fingerprint sensors for law enforcement, military operations, homeland security, national identity, election validation, social services, and a wide range of commercial applications. Whether it's using the company's ground-breaking touchless SDK, or patented FBI-certified light emitting sensor (LES) technology, IB enables lightweight, mobile biometrics that outperform traditional prism-based devices in size, power consumption, portability, and reliability. Identity management solutions providers, government agencies, and corporations around the world rely on Integrated Biometrics' products to provide identity quickly and accurately, even in challenging, remote locations.

### **The Role and Responsibilities:**

The Logistics Coordinator is responsible for overseeing all aspects of international shipping and receiving processes from the US. This role involves coordinating closely with the international sales team and our facility in Korea, ensuring compliance with international regulations, and maintaining accurate shipping records. The ideal candidate will have strong organizational skills, high customer service skills, experience with international logistics, and a proactive approach to problem-solving.

The Logistics Coordinator ensures customer orders are accurately fulfilled in a timely manner, processes purchase orders & AR invoicing, maintains inventory logs as well as coordinates and tracks the movement of inventory. Strong communication skills are a must. Collaboration with US and IB Korea team members to ensure accurate and timely shipments while following international and domestic export compliance laws is essential.

Collaborating with Sales, Accounting and Quality, the Logistics Coordinator maintains accurate inventory, produces weekly reports, and updates scorecard items as related to logistics activity.

A major focus for the Logistics Coordinator is to ensure outstanding Customer Satisfaction through on-time delivery of orders and accurate and timely communications.



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### **Responsibilities Include:**

- Work with Sales Coordinator on customer quote management and customer sales order intake
- Create & process IBUS vendor purchase orders
- Create & process customer invoices
- Create & manage various reporting requirements:
- Manage IBUS Inventory / Safety Stock to include replenishment orders placed on IB Korea
- Coordinate with Quality team to process RMA warranty replacement shipments and return labels for RMA product returns from customers
- Liaison with shipping / freight services including UPS, FedEx, DHL
- Plan and track the shipment of products in accordance with customer requests and requirements
- Coordinate all shipping processes and customer processes with IB Korea and IB US team members
- Provide customer service support in troubleshooting issues regarding shipments and customer orders
- Coordinate with shipping / freight services to achieve Customer Satisfaction with shipping services at the best cost to the Company
- Provide reports and analysis to track logistics performance, decision making and support continuous improvement
- Liaise with Korea team to ensure sales orders, purchase orders and intercompany transactions are accurate
- Participate in Sales & Marketing Meetings to stay up to date on sales order activity
- Participate in Customer Satisfaction Meetings
- Maintain/ Update Customer Satisfaction Scorecard as it relates to logistics data.
- Maintain/ Update Inventory Report

### **The Position Required Skills & Qualifications:**

- High School diploma or equivalent
- 2 years related experience in shipping/receiving and logistics
- Excellent organizational skills and attention to detail
- Strong communication skills
- Understanding of US State Department export Controls
- Knowledge of Import/Export compliance laws
- Computer-savvy with a working knowledge of logistics/ERP software
- Strong planning, coordination, and file management abilities
- Demonstrated internal and external customer service



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- Experience with Microsoft 365 (Excel, Word, Outlook, Teams, One Drive) and Dropbox
- Familiar with UPS / FedEx / DHL / USPS shipping software programs
- Ability to work independently with little supervision and track/manage multiple processes
- Available to work on-site at office in Spartanburg, SC
- Authorized to work in the USA

### **Other Desirable Skills & Qualifications:**

- Familiar with applying for and using Export Licenses, preferred
- US Export Compliance Certification, preferred
- Familiar with Salesforce CRM and Epicor ERP, preferred
- Advanced study in logistics and/or supply chain management, preferred

### **Physical Requirements with or without reasonable accommodation:**

- Remaining in a stationary position, often sitting, or standing for prolonged periods
- Moving about accomplishing tasks or moving from one worksite to another
- Use of hands/fingers to handle, feel and inspect
- Ability to climb ladder and balance
- Ability to stoop, kneel, crouch or crawl
- Communicating with others to exchange information
- Assessing the accuracy, neatness and thoroughness of the work assigned
- Light to Medium work that includes moving objects varying from 5 to 50 pounds occasionally
- Packing and Shipping orders

### **Benefits:**

- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Disability insurance
- 401(k)
- Holiday, Vacation and Sick time

*Integrated Biometrics is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.*