

E-COMMERCE FULFILLMENT & QC SPECIALIST

Warehouse Operations & Quality Control Specialist

POSITION TITLE Fulfillment & QC Specialist	JOB TYPE & VACANCY Full-time (On-site / Shift) • 02 Positions	TARGET MARKET United States & Canada
WORKING HOURS Day Shift (US EST/PST Alignment)	OFFICIAL WEBSITE https://superboxs8.com/	APPLICATION EMAIL hr@superboxs8.com

ABOUT US

At **superboxs8.com**, we serve as the official Exclusive Distributor of premium SuperBox Android TV streaming receivers across United States & Canada. As the authorized primary channel for the full hardware lineage—including the proven S6 series, the flagship S7 series (S7 Ultra, S7 Max, S7 Pro), the elite Supreme Edition, and the upcoming next-generation S8 series—we bridge the gap between state-of-the-art multimedia hardware and direct-to-consumer reliability.

Under our guiding ethos, "*Exclusive Distributor SuperBox TV in US & CAD*," we believe that customer trust is forged at the moment of delivery. Delivering high-performance hardware requires absolute physical precision before a box ever leaves our fulfillment center. Because our customers span every state and province across the United States and Canada, they rely on us for zero-defect order accuracy, factory-fresh hardware integrity, and tamper-proof packaging.

To support our rapid expansion across United States & Canada, we are seeking two meticulous, detail-obsessed **E-commerce Fulfillment & QC Specialists** to join our logistics and operations team under the direction of Kim Wexler. In this hands-on operational role, you will be the final line of defense for **superboxs8.com**, ensuring that every package dispatched meets our strict quality assurance benchmarks and anti-fraud packaging standards.

ROLE SUMMARY

As an E-commerce Fulfillment & QC Specialist at **superboxs8.com**, you are the physical anchor of our order delivery experience. You will oversee the end-to-end fulfillment process—from real-time order CMS syncing to physical inventory pick-and-pack, 168-hour lab stress verification logging, HD video packaging archives, digital weight checks, and carrier handoffs (FedEx, UPS, DHL, USPS).

This is not a generic warehouse packing job. We are looking for precision-driven operations specialists who take pride in zero-error workflows. You will execute our mandatory 5-step order verification protocol, scan and register hardware serial numbers into our CRM/WMS database, maintain physical stock organization across our United States & Canadian fulfillment hubs, and assist management in chargeback prevention through immaculate packaging logs.

KEY RESPONSIBILITIES & CORE FUNCTIONAL AREAS

1. Pre-Fulfillment Physical & Diagnostic Quality Control (QC)

- Perform systematic physical inspections on all outgoing hardware units across the S6, S7, Supreme, and upcoming S8 product lines to verify factory-seal integrity and box condition.
- Verify bundled factory accessories for every order, confirming the inclusion of authentic Bluetooth voice remote controls, power adapters, high-speed HDMI cables, and user documentation.
- Conduct randomized boot-up checks and sample lab stress verification on production batches to ensure firmware stability, HDMI CEC handshake compatibility, and Wi-Fi card responsiveness.
- Flag damaged external packaging, missing components, or physical cosmetic scuffs immediately, isolating defective units in designated quarantine bins for engineering audit.

2. Precision Serial Scanning & Digital Order Verification

- Execute our strict serial registration protocol by scanning unique hardware MAC/Serial numbers directly into our Shopify WMS and customer relationship management (CRM) database prior to box sealing.
- Cross-check order pick-lists against CMS data to ensure 100% SKU match accuracy (e.g., distinguishing between S7 Ultra 4GB/128GB units vs. S7 Max or S7 Pro models).
- Verify destination address details, flagging incomplete street numbers, unverified apartment units, or mismatched billing/shipping addresses for managerial review prior to label generation.
- Ensure special order notes, customer accessory add-ons, or custom coupon promotions are accurately fulfilled alongside primary hardware receivers.

3. High-Definition (HD) Video Packaging & Tamper-Evident Assembly

- Record clear, overhead High-Definition (HD) video logs for every package packed, documenting the order invoice, scanned serial barcode, physical contents, and sealing process.
- Measure and log exact package weights on calibrated digital scales down to the nearest gram, saving weight receipts directly into the order database to defeat empty-box or missing-item claims.
- Seal every shipment using branded, tamper-evident warranty tape that displays immediate visual indication if opened or altered during carrier transit.
- Apply specialized anti-shock protective air-pillows and heavy-duty bubble casing to guarantee complete protection against transit impacts, drops, or rough carrier handling.

4. Multi-Carrier Shipping, Labeling & Express Dispatch Protocols

- Generate accurate courier shipping labels across our preferred logistics network (FedEx, UPS, DHL, USPS) using automated shipping rules based on regional speed and cost optimization.
- Prepare cross-border documentation for Canadian shipments, ensuring accurate Delivered Duty Paid (DDP) manifests are attached to prevent customs clearance holds.
- Organize daily carrier manifest sheets and conduct timely handoffs to scheduled pickup drivers before our strict 2:00 PM Pacific Time (PT) daily processing cutoff.
- Update tracking numbers automatically in our order management system, triggering real-time customer dispatch notifications and automated email receipts.

5. Inventory Auditing, Stock Level Controls & Returns Intake

- Conduct daily physical inventory counts and cycle audits across primary warehouse racks and staging areas in California (City of Industry) and New Jersey (Howell).
- Maintain clean, organized, and hazard-free warehouse bin structures, ensuring fast pick times and clear labeling for all SuperBox receiver series and accessories.
- Assist in receiving incoming bulk shipments from factory production lines, verifying container piece counts, pallets, and master carton serial ranges.
- Receive incoming Return Merchandise Authorization (RMA) packages, inspecting returned hardware conditions, logging serial matches against original order files, and updating stock status (Restock vs. Defective Return).

6. Loss Prevention, Dispute Defense & Operations Support

- Organize and archive HD packaging videos, weight logs, and carrier pickup manifests in searchable cloud drives for instant retrieval during chargeback or shipping dispute reviews.
- Collaborate directly with Head of Operations (Kim Wexler) to report packaging supply inventory (boxes, tape, bubble wrap, thermal labels) and request restocking orders before shortages occur.
- Coordinate with Customer Service Representatives to investigate carrier tracking anomalies, damaged transit claims, or "Delivered but Unreceived" package inquiries within our 10-day reporting window.

JOB REQUIREMENTS & CANDIDATE PROFILE

Operational & Technical Requirements (Must-Have)

- Minimum 1–2 years of direct experience in E-Commerce Fulfillment, Warehouse Operations, Order Packing, Quality Assurance (QA/QC), or Logistics Management.
- Familiarity with modern E-Commerce backend systems and Warehouse Management Software (WMS) such as Shopify, ShipStation, Skubana, Inventory Planner, or Zendesk/Freshdesk tools.
- Hands-on experience operating barcode scanners, digital weight scales, thermal label printers, and digital video recording stations.
- High attention to detail: A zero-defect mindset where shipping an incorrect model or missing an accessory is considered unacceptable.

Physical, Language & Work Setup Capabilities

- **Physical Stamina:** Ability to lift, move, and stack cartons weighing up to 30–50 lbs periodically. Ability to stand, walk, bend, and pack shipments for extended periods.
- **Proficient English Communication:** Strong written and verbal English communication skills (Intermediate-to-Advanced) to read order slips, log serial notes, communicate with managers, and coordinate with drivers.
- **Organizational Discipline:** Able to keep packing benches, scanning tools, and wrapping materials clean, ordered, and ready for continuous production.

COMPENSATION, BENEFITS & GROWTH OPPORTUNITIES

- **Competitive Base Salary:** Negotiable hourly or monthly base salary evaluated based on fulfillment background, speed, and accuracy standards.
- **Monthly Accuracy & Zero-Error Bonuses:** Performance incentives tied to 100% order accuracy ratings, zero packaging error scores, and rapid same-day dispatch KPIs.
- **Paid Leave & Health Benefits:** Generous annual paid time off (PTO), official national holiday bonuses, and monthly health/wellness stipends.
- **Hardware & Employee Discounts:** Free authentic SuperBox hardware units for personal evaluation and generous family discounts across our catalog.
- **Career Advancement Pathway:** Vertical growth opportunities into leadership roles (Senior Warehouse Supervisor, Fulfillment Manager, or Logistics Lead).
- **Professional Development:** Company-sponsored training in Advanced Inventory Management, WMS Systems Optimization, and Supply Chain Security.

RECRUITMENT & INTERVIEW PROCESS

1	Application Review: Initial screening of your CV, fulfillment experience, and location proximity to operational hubs.
2	Operational Simulation & Accuracy Test: A brief practical test evaluating speed, barcode scanning logic, SKU identification, and detail.
3	Operations Interview: A 30–45 minute video or on-site interview with Head of Operations (Kim Wexler) to discuss workflows and shift scheduling.
4	Final Executive Conversation: A brief meeting with Founder & CEO (Jesse Bruce) to discuss team fit, long-term career growth, and offer terms.

READY TO JOIN AS OUR FULFILLMENT & QC SPECIALIST?

Submit your CV/Resume alongside a short cover letter highlighting your e-commerce fulfillment or quality control experience:

Application Email: hr@superboxs8.com	Email Subject Line: [superboxs8.com] Fulfillment & QC Specialist - [Your Full Name]
Official Support WhatsApp: +1 (604) 239-6845 +1 (323) 285-2277	Official Website: https://superboxs8.com/

SuperBoxS8 - Exclusive Distributor SuperBox TV in US & CAD

superboxs8.com is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive, empowering work environment for all remote and on-site team members.