



Logistics Associate

REPORTING TO: Operations

Magana, Kiambu (HQ) | Full Time

Job Grade: 2

Company Overview:

Grounded is a women-run manufacturer of non-toxic cleaning products powered by Kenyan ingredients. Founded in 2017, Grounded manufactures over 50 products, has over 80 retail branch partners, 50 business partners, and manages direct sales through the website.

At Grounded, we are committed to fostering an inclusive and diverse workplace where all employees feel valued, respected, and empowered to contribute their unique perspectives. We believe that diversity, equity, and inclusion are not only fundamental values but also essential drivers of innovation, creativity, and success.

What you'll do

Ensures the successful fulfilment of all orders, from order intake up to confirmed delivery, in and outside of Kenya.

Job Areas:

1. Order fulfilment and logistics

- a. Lead and execute the end-to-end order fulfilment (incl. returns) process, including order intake, logistics planning, proper packing, creating invoices, packing slips and delivery notes, following-up on deliveries.
- b. Check sales orders for transportation requirements and feasibility.
- c. Plan, quote and arrange transportation of all packages, be the first point of contact for Logistics Service Providers, and manage any queries and issues.
- d. Manage the packers, riders, drivers, external consultants: plan and check their work, support them when there are questions and coach them.
- e. Work with our systems and tools correctly and ensure data is up to date.
- f. Resolve complaints on the fulfilment process, queries about the fulfilment process, delays or damages swiftly, collaborate closely with customer service.
- g. Investigate paperwork and other requirements for entering new markets by finding and speaking with partners and consultants and ensure compliance with legal and regulatory requirements.
- h. Report on key checklists and analyse and report on performance including costs.
- i. Build strong relationships with new and existing logistics partners.
- j. Manage the fleet (car) for maintenance and repairs and maintain budgets.
- k. Ensure our packaging is fit for purpose for different types of transportation.

2. Inventory management

- a. Support the packer(s) in receiving goods produced by the Production team and managing their shelf space.
- b. Support in stock counts, root cause investigations and improvement plans.

3. Improvement projects

- a. Document and improve SOPs on Order Fulfilment, Logistics and adjacent topics.
- b. Independently drive and perform projects to improve on topics related to the department or adjacent.



- c. Depending capacity, pick up additional projects outside your department scope to support the company's growth objectives.
4. **Team Coordination**
 - a. Collaborate with sales and customer service teams to ensure timely order fulfillment and address any customer inquiries, and returns.
 - b. Be the people leader and coach of packers, riders and drivers, interns and casuals in the team (also if there is no direct reporting line).
5. **Reporting:**
 - a. Prepare and maintain delivery reports, and pending order reports, including invoices, packing lists, and delivery notes.
 - b. Prepare weekly reports on cost vs. deliveries and missed demand to inform management decisions.
 - c. Study data to find any trends, deviations, and other insights that will help us have a better business, and report with structured information and proposals.

Requirements

- Degree or diploma - ideally in administration, logistics, or similar.
- 3-5 years of experience in business operations.
- Direct experience in logistics including optimizing budgets, routes, managing logistics service providers, and ensuring accountability.
- Direct experience with international logistics and knowledge of terms and paperwork requirements and having relationships with LSPs.
- Experience with logistics to supermarkets / retailers is a plus.
- Experience in bookkeeping is a plus.

What You'll Need:

- Amazing attention to detail.
- Process driven with a good feeling of timing, deadlines and key check points.
- Project management experience to be able to bring people from different departments together, plan tasks, follow-up, structure information, and report.
- Excellent communication skills - over-communicate internally and externally.
- Keen ownership of order processing, and payment processes.
- A resilient attitude to manage stress, conflict, or when "things don't go as planned".
- Interested in helping the broader organisation towards its growth objectives.
- Spirit of improvement and ensuring changes are embedded in daily practice.

How to Apply

If you are excited about being a key player for a growing brand, submit your CV, a brief cover letter, and links to any portfolios or past work on our [application form](#).

In all aspects of our operations, from hiring and promotion to training and development, we are committed to creating an environment that promotes fairness, equality, and opportunity for all.

Apply at www.grounded.co.ke/careers, or via our [Job Application Link](#).