



## The G.S. Haly Company Job Posting

### Operations Coordinator

#### ROLE PURPOSE

This full-time, in-person role offers a hands-on entry into the specialty tea trade at The G.S. Haly Company (GS Haly), a leading American tea importer since 1889. As part of a small, customer-focused team, the new hire will begin by owning core operational and administrative responsibilities while learning the business from the ground up. **Target start date: January 2027**

#### INITIAL RESPONSIBILITIES

*These responsibilities are the starting point for a broader career-track role that can grow and evolve with the person.*

1. **Learning the Trade:** Develop a broad understanding of the specialty tea business through hands-on experience in tea evaluation, customer relationships, regulatory compliance, and sourcing, with opportunities to take on new responsibilities.
2. **Order Processing & Fulfillment:** Manage relationships and order needs for select customer accounts, while supporting fulfillment for all customer orders through freight coordination, documentation, follow-up, and issue resolution.
3. **Inventory Support:** Help maintain accurate inventory records and coordinate the movement of incoming and outgoing tea, including shipment documentation, warehouse communication, inventory reporting, and sample management.
4. **Administrative Support:** Keep the daily office operations running smoothly by answering and directing calls, managing supplies, shipping samples and small orders, and providing general administrative support to the team.

#### WHAT WE'RE LOOKING FOR

##### *Core Qualities*

1. **Process Precision & Endurance:** High attention to detail for compliance, freight booking, and inventory documentation, paired with stamina for repetitive operational tasks.
2. **Balanced Autonomy & Judgment:** A self-starter who manages daily workflows independently while maintaining the self-awareness to ask for guidance before altering established processes, ensuring small team operations run smoothly without uncoordinated disruptions.
3. **Excellent Communication:** Outstanding verbal and written skills with genuine comfort communicating over the phone, particularly navigating ambiguity in real time.
4. **Service & Curiosity:** A “check your ego at the door” approach with a genuine desire to serve customers, support colleagues, and learn the specialty tea business from the ground up.
5. **Collaborative & Analog Adaptability:** Thrives in a close-knit, in-person team environment and is comfortable working with physical record-keeping systems.



6. **Service-Oriented Resilience:** Ability to manage service-related issues, such as shipping claims or accounts receivable follow-ups, with calm, empathetic professionalism.
7. **Appreciation for Specialized Craft:** Deep respect for trade expertise, quality standards, and craftsmanship (specialty tea background not required), ensuring genuine pride in sample fulfillment, inventory accuracy, and overall company representation.

#### *Requirements*

8. **Physical Handling:** Ability to regularly lift and move up to 50 lbs: required for packing sample boxes, handling office shipments, and drawing raw tea samples at the warehouse.
9. **Valid US driver's license**

#### *Preferred*

10. **Experience:** 3+ years in customer service.
11. **Software proficiency:** Microsoft Office and QuickBooks Desktop.

### **WORKING CONDITIONS / LOCATION**

1. This is an in-person position based out of the company's office in Redwood City, California.
2. Must regularly drive from the Redwood City office to the warehouse in Alameda, CA. Company car available.
3. Domestic and international travel opportunities may arise as needed
4. Reports to GS Haly Owner/CEO Mo Sardella.

### **COMPENSATION & BENEFITS**

1. **Salary:** \$100,000–\$125,000 annually, depending on experience.
2. **Benefits:** Comprehensive package including health insurance, paid time off (vacation, sick, and paid holidays), a SEP retirement savings plan, paid jury duty leave, and access to pre-tax (POP) dental and supplemental insurance options.
3. **Relocation:** Assistance available if needed.

### **TO APPLY**

1. Applications will only be accepted via email. Please email your resume and a short cover letter to [applications@gshaly.com](mailto:applications@gshaly.com) with the subject line: Application: [Your Name]. Please save both files with names that begin with your last name. Applications submitted through job platforms will not be reviewed.
2. Please include your phone number and current location in your resume or cover letter.
3. Next Steps: We review applications on a rolling basis. If your background looks like a good match, we will reach out via email to schedule a brief 15-minute introductory phone call.