



Operations Assistant

FULL-TIME SALARY POSITION

Location: On-Site, Lexington, KY

Work Schedule: 9 am - 5 pm EST / M-F (approx. 40 hours per week)

Reports To: Director of Operations

Faithful Platform is a passionate, client-focused jewelry company committed to providing exceptional customer experiences and crafting timeless pieces. We are seeking a highly detailed and dynamic individual to join our operations team.

This role primarily involves assisting with daily operational/business activities, including shipping and receiving, inventory management, product inspection, customer service assistance, and additional duties as assigned.

Role Responsibilities:

- Execute daily tasks with high attention to detail
- Maintain, edit, create, and execute operational processes and procedures driving efficiency
- Proactively recommend improvements to business processes
- Receive inbound packages and complete necessary inventory processes to align items with client orders
- Initiate client documentation processes immediately following new orders
- Pick, package and ship input goods per client order to the necessary manufacturer
- Receive, inspect and package finished goods per client orders
- Complete shipping processes accurately and timely to meet client deadlines
- Manage and respond to customer service inquiries (repair/resizes/returns/exchanges)
- Maintain and manage inventory (returned rings, melee inventory, stones, etc.)
- Answering the office phone
- Other duties as assigned

This position is expected to complete 40/hours per week, in-office work.

Qualifications:

- Bachelor's Degree (preferred)
- Proficiency with ERP, CRM and common office productivity software (Google Office, Mail, Sheets, Docs, Slides, etc.)
- Experience with Logistics and Inventory management
- Detail-oriented approach with ability to work under pressure to meet deadlines
- Superb organizational abilities
- Strong data entry skills and attention to detail
- Client-first mentality
- Excellent written and verbal communication skills
- Impeccable time management skills with the ability to multitask

Role Compensation and Benefits Package:

- Be part of a mission-driven company changing the way people buy engagement rings.
- Work in a collaborative, fast-paced environment where your ideas and impact matter.
- Full-time salary and benefits, plus opportunities for growth within a scaling company.
 - Competitive pay based on skill level and experience
 - 401K Matching Program (begins after 6 months of employment)
 - 15 PTO Days (+1 day for each year of service to the company, up to 5 additional days)
 - Short-Term and Long-Term Disability Insurance
 - Allowed to make all personal jewelry purchases at cost
 - More opportunities to grow in your career as FP grows

To apply for this position, please apply through our [website](#) and send your resume to careers@faithfulplatform.com.

Faithful Platform is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, age, disability, veteran status, or any other characteristic protected by law.