Warehouse and Fulfillment Supervisor

Type: Full-Time Hourly
Location: Downers Grove, IL (Onsite)
Reports to: Executive Director

About Midwest Theological Forum
Midwest Theological Forum (MTF) is a Catholic nonprofit publisher dedicated to serving the Church, especially through the formation and ministry of priests, teachers, and catechists. The mission of our books and initiatives is to help Christians know, love, and serve God with all their hearts and minds to fully participate in the work of evangelization.

Position Summary
The Warehouse and Fulfillment Supervisor oversees the day-to-day warehouse, order fulfillment, inventory, packing, and shipping operations as well as assist with minor office operations. The Supervisor ensures that book orders are processed accurately, packed carefully, shipped on time, and tracked properly, while maintaining an organized, safe, and efficient warehouse environment.

Primary Responsibilities
- Process daily customer, parish, school, bookstore, wholesale, and online orders accurately and efficiently.
- Pick, pack, and prepare book and product shipments with care, ensuring orders are complete, well-protected, and professionally presented.
- Oversee shipping through appropriate carriers, prepare labels and documentation, track shipments, and resolve shipping or delivery issues as needed.
- Maintain accurate inventory records, monitor stock levels, conduct counts, investigate discrepancies, and communicate reprint or reorder needs.
- Receive, inspect, shelve, and organize incoming inventory, returns, supplies, and printed materials.
- Keep the warehouse clean, orderly, safe, and easy to navigate, including organizing shelves, packing materials, and shipping supplies.
- Coordinate with sales, customer service, editorial, and finance staff to ensure timely and accurate fulfillment of orders and special projects.
- Support bulk mailings, event shipments, conference materials, seasonal promotions, and special fulfillment projects.
- Identify ways to improve fulfillment procedures, reduce errors, control shipping costs, and make warehouse operations more efficient.

Qualifications and Preferred Experience
- Minimum of 2 years of experience in warehouse operations, order fulfillment, shipping, inventory management, or a related field.
- Excellent organization, attention to detail, accuracy, and follow-through.

- Ability to lift 50lbs, move boxes of books and supplies, and perform hands-on warehouse work throughout the day.
- Comfort using order-processing systems, shipping software, inventory records, spreadsheets, and basic office technology.
- Strong problem-solving skills and the ability to manage priorities in a small-team environment.
- Clear communication and a service-minded approach when working with staff, customers, vendors, and shipping carriers.

Work Hours
Monday through Friday, 8:00 a.m. to 5:00 p.m.

Physical Requirements
- Ability to stand, walk, bend, reach, and lift 50lbs throughout the workday without reasonable accommodation.
- Ability to perform repetitive tasks such as picking, packing, labeling, shelving, and organizing inventory.
- Ability to work safely in a warehouse environment and follow proper lifting, storage, and safety procedures.

How to Apply
Please submit your résumé to:

Elia Rivera
Executive Director – Midwest Theological Forum
erivera@mwtf.org

Date published: October 16, 2026