

Sample & Site Coordinator

Ohly is one of the world's leading suppliers of yeast-based specialty ingredients for the global food, fermentation, feed, and health markets. It is part of the Associated British Foods Ingredients group (ABFI), providing specialty ingredients to a variety of segments including Food, Beverage, Nutrition, Feed, and Pharma. Within the model of devolved autonomy operated by Associated British Foods, Ohly develops and implements its own strategy and accounts for its own business success. This empowers our people with great freedom and independence, while enjoying all of the benefits and opportunities that belonging to a global group brings, meaning that individuals and teams can make a real difference within this operating culture.

Position Description

The *Sample & Site Coordinator* is a hands-on, execution-focused role supporting customer sample shipments and day-to-day operations at Ohly's Customer Innovation Center (CIC). This role coordinates the preparation, documentation, and shipment of product samples and sales demos for domestic and international customers, working closely with applications, sales, and customer service to meet customer and regulatory requirements. This role reports to the Lead Applications Scientist.

In addition, this position serves as the primary on-site point of contact for the CIC—taking ownership of site coordination, vendor interactions, supply ordering, and ongoing operational needs. The ideal candidate is a proactive, detail-oriented “go-to” person who ensures both sample fulfillment and site operations run smoothly in a dynamic, fast-paced environment.

Essential Skills & Knowledge

- Highly self-driven and action-oriented, with the ability to independently execute tasks, troubleshoot issues, and take ownership through completion
- Comfortable serving as the primary on-site “go-to” person—keeping the lab and office running day to day and stepping in wherever support is needed
- Comfortable with taking initiative in circumstances of ambiguity. Willing to roll up sleeves and handle operational, logistical, and administrative tasks as they arise
- Exceptionally detail-oriented and organized, with strong follow-through on shipments, inventory, documentation, and site coordination activities
- Clear and effective communicator who can coordinate across technical teams, commercial partners, vendors, and external service providers
- Strong working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) and hands-on experience with web-based tools and systems such as CRM platforms and shipping software (e.g., UPS WorldShip)
- Practical experience managing domestic and international shipments preferred, including preparing shipping documentation, coordinating carriers, tracking deliveries, and resolving issues (UPS, FedEx, DHL)

Daily Activities, include but not limited to:

- Utilizing Good Manufacturing Practices, Maintain, Repack, and Ship, an inventory of powdered food ingredient samples to support sales, distributors, and customers
- Ship samples, projects, and documents to customers, working with brokers to file all relevant domestic and international customs paperwork and provide any documentation to customers and sales team
- Maintain digital project and shipping records to drive analytics and efficient communication
- Coordinate with CIC employees and building management for any shipping, sourcing, administrative or vendor management needs
- Have a continuous improvement mindset, bringing forth ideas and solutions to improve sample shipping and CIC operation systems and processes
- Maintain and manage sample inventory stock to ensure uninterrupted supply for customers and sales

Location

This position will be based in Westchester, IL

Other Requirements

Minimal travel to corporate headquarters in Northern Wisconsin

Must be able to lift and carry 50lb bags

Job requires between 5-20% of the total work hours in confined sitting, standing and walking

Job requires 75% of total work hours of finger/hand dexterity

Compensation & Benefits

- Pay range of 44k-56k
- Annual Performance Bonus eligibility
- Comprehensive medical, dental, and vision coverage
- 401(k) with company match
- Paid time off including vacation, sick time, and holiday pay
- Tuition Reimbursement