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# Example of Customer Fulfillment Job Description

Our company is looking to fill the role of customer fulfillment. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer fulfillment

* Lead outage demand placement including parts requests, repair scheduling, and FE resource
* Handle customer inquiries, process orders and resolve customer issues promptly using root-cause analysis
* Resolve open credit and claims along with direct order variances by working directly with the Operations Team, Customer Finance Services, and involving the Customer Fulfillment Leader for support as needed
* Identify and execute profitable growth projects with the Customer Fulfillment Leader to implement for key GSO accounts
* Generates a consolidated forecast and is accountable for the accuracy of the forecasts entered into the system Ensures understanding of forecasts, communicates changes in forecasts and order status, handles customer inquiries and generates price quotes
* Collaborates with both Commercial and Product Line Demand Managers to refine forecasts and demand expectations
* Provide accurate, reliable and timely communication with customers, sales, marketing, operations and plant personnel
* Solicit, manage, and expedite customer orders and shipments to meet sales objectives
* Keep customers informed of inventories and order status in a proactive and professional manner
* Prepare and submit accurate sales forecasts on a monthly basis

## Qualifications for customer fulfillment

* Developer/administrator level skills in recognized BI and analytical toolkits, backed up with experience in variety of user interface solutions (ad hoc web access, published reporting packages, mobile reporting with drilldown capabilities)
* Experience in project management of transformation and standardization initiatives
* Speaks fluent English and Dutch
* Four-year degree in Finance, Business or related field
* 8 or more years of experience in an operational role
* 3 or more years of experience managing/leading a team