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# Example of Customer Fulfillment Job Description

Our company is growing rapidly and is hiring for a customer fulfillment. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer fulfillment

* Pro-actively manage order quality issues in order to achieve targets defined by management and ensure all necessary actions and escalations are in place
* Pro-actively manage Backlog to ensure orders are fulfilled on time and within SLA
* Ensures the accurate processing of customer orders, maintaining communication with customers, keeping track of inventory levels, interfacing with various functions within the company and producing reports as required
* Receives orders from Customer and makes sure to qualify and confirm orders by verifying contract terms, shipping materials, lead time and any other special instructions
* Enters orders in dual systems
* Provides order status verification and Customer advisement
* Confirms shipment in dual systems
* Maintains communication link with customer, receiving and conveying relevant information
* Maintains records of product inventory levels, adding inbound and subtracting outbound shipments
* Follows mandated company safety practices

## Qualifications for customer fulfillment

* MBA from a highly regarded business school is prefer
* Advanced medical product knowledge to include surgical requirements, surgeon /customer preferences, and customizes set configurations
* Ability to develop and implement quarterly and annual branch business and sales plans analyses, reports and implement improvements with regard to achievement of plans
* Knowledge of electrical distribution industry or similar distribution environments
* Demonstrate high energy and passion for exceeding customer expectations
* Self-starter with a high degree of self-confidence, passion, initiative, and a commitment to teamwork and