Downloaded from <https://www.velvetjobs.com/job-descriptions/fulfillment-supervisor>

# Example of Fulfillment Supervisor Job Description

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

## Responsibilities for fulfillment supervisor

* Ensure a Healthy & Safe work environment is maintained
* Supervise the Order fulfillment Department
* Work closely with the SBC Customer Support Team to ensure customer satisfaction and consistent MBC/SBC Customer service activities
* Provide direction and training to employees to achieve a highly trained and motivated staff in order to ensure a high level of customer satisfaction
* Formulate procedures for ensuring that all orders are picked and shipped properly and in a timely manner
* Drive on Time Delivery Goals by supporting production meeting and ensuring orders are picked and shipped accurately
* Coach staff to ensure a high level of professionalism with the customer service representative and drive process improvements to allow us to achieve our KPI’s
* Record and report all problems related to fulfillment processing and eliminate defects
* Ensure Customer Satisfaction by making sure all inquiries are followed up in timely manner and processed per customer’s requirements
* Work with all factories to ensure unified and consistent commercial operations procedures across all sites

## Qualifications for fulfillment supervisor

* Positive associate relations skills
* Must be adept at mathematical calculation
* Must be able to operate and reach-lifts and tow-motors
* Certified operator and train trainer credentials
* 3+ years warehousing, distribution centre and/or logistics experience
* College / University graduate or equivalent experience