



Example of Fulfillment Manager Job Description

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

Responsibilities for fulfillment manager

- Drive consistency across department by leading, training and developing RAAs through leadership development, performance management, and fostering growth of team
- Drive implementation on new store fulfillment through collaboration with RAM, New Store RAA, RACM, Merchant Planner, Visual Merchandising, and RMM/Field
- Participate in cross-functional initiatives to develop/enhance processes and systems to support fulfillment activities and improve fulfillment infrastructure, inventory productivity and flow of product
- Extensive cross collaboration work with teams both in the FC in Reno, the Ohio facility and Corporate working with analytics, transportation, merchandising, technology (WMS) – forging relationships, understand the business needs for each department and implementing solutions
- Develops and executes strategic business plans, operational goals, and performance metrics that drive dispatch and tech productivity to ensure a high level of customer service and satisfaction
- Work with Accounting department to ensure work is invoiced properly
- Interface with sales representatives, logistics, supply chain, planning and other departments regarding order backlog issues including, but not limited to, order hold releases, product configuration issues, shortages, expedites
- Order to Delivery life cycle oversight
- Continuous process improvement and troubleshooting
- Leading enhancement projects, including garnering alignment from stakeholders

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- Proven ability to effectively motivate, develop, and manage 50+ employees
 - Allocation, Excel, Kodiak, Enterprise preferred
 - Experience in a variety of functions including some of
 - Prior experience managing/overseeing the delivery of global flexible fulfillment/order management system rollouts including functionality for inventory visibility, buy online and pick up in store, back order/pre-order capabilities
 - Understanding of all business touch points of a flexible fulfillment/order management system rollout, including retail field, ecommerce, customer care, planning, finance, and other areas impacted
 - Ability to identify issues and recommend solutions across multiple projects on which the flexible fulfillment implementation may depend