Example of Fulfillment Supervisor Job Description

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Our company is hiring for a fulfillment supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for fulfillment supervisor

- Oversees processing duties including, but not limited to, working with intakes and work orders, confirming deliveries, order processing, post-delivery activities, and equipment returns
- Ensures all clinical personnel are competent on the preparation of all equipment
- Monitors data and records compliance (e.g., physician prescriptions, sleep study reviews, identification of contraindications, verification of settings, and equipment checks) to quality assurance and control procedures by conducting routine audits of clinical services provided
- Keeps informed of and complies with Joint Commission, federal, state and local requirements, as applicable
- Interact with other MSLA team members regarding requests for diagnostic test results and mailing of documents
- Analyze staff productivity, performance, and quality to ensure departments meet or exceed productivity goals and established department metrics
- Report team progress and develop action plans with timelines to improve production
- Responsible for providing coaching and mentoring to Diagnostics and Fulfillment team
- Resolve problems and make changes to accommodate changing priorities
- Conduct regular meetings with staff

- Ensure the safety, productivity, quality outputs and morale of all employees assigned to designated area and shift is maximized
- Use methods to identify / recommend resource requirements including staffing levels to meet service levels and get the job done efficiently
- Act within level of authority to order required resources using approved processes
- Work with external resource providers to ensure relationships are meeting their objectives
- Report as required in respect to area performance, understand trends, root causes and remediation approaches
- Goal setting and performance management of team leaders and their teams