



Example of Order Fulfillment Specialist Job Description

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Our company is looking for an order fulfillment specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for order fulfillment specialist

- Ensures all SAP orders are entered correctly and can be fulfilled to meet the customer expectations
- Customer Account Management, ensure inquiries and orders are processed to customers' requirements and within company policies and guidelines
- Engage with assigned customers on all matters pertaining to their orders fulfillment, ensure proactive communications
- Discuss shipping logistics, invoice routing, payment arrangements and customers' information requirements and provide necessary details to Traffic and Finance to facilitate
- Become a subject matter expert in support of license file information within the Distribution team for groups outside of Distribution Processing, including mentoring and guiding other members of Distribution
- ECom Customer Order/Refund performance
- Key contributor to Customer service contact ratio and satisfaction
- Key contributor to eCom NPS
- Support control of logistics overheads and align with Supply Chain
- Report and monitor return rates

Qualifications for order fulfillment specialist

- Minimum of 2-3 years experience in Customer Service, Order Management, Supply Chain or Logistics Industry
- Computer literacy on MS Word, Basic MS Excel, MS Access and MS

- Ability to multi-task and thrive in a fast paced, performance based environment
- College or University degree with 2-3 years of work experience
- Detail mind with thorough follow up and follow through
- Ability to compile clear reports