Our growing company is looking to fill the role of order fulfillment specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for order fulfillment specialist

- Lead the customer dispute program to mitigate dollarized fines
- Build and sustain strong working relationships with customers
- Ensure appropriate documentation of customer profiles and maintain updates as needed
- Lead the successful execution of customer events/rollouts
- Ensure appropriate use and management of customer requirements through customer web-site ensuring orders and updates are completed timely
- Analyze customer trends, communicate to Demand and Service Management and work proactively and collaboratively to ensure planning and customer requirements are met
- Build and sustain strong business relationships with all Business Units and Supply Chain to ensure alignment of strategic business objectives foster an environment in which cross-functional teams are united and aligned in their commitment to overall service requirements
- Participate in testing business systems software upgrades and other systems testing
- May be responsible for managing up to two resources
- Responsible for timely and accurate order entry of $1 billion dollars of sales revenue/year ensuring understanding of service expectations to unique and varying customer requirements

- 2 – 5 years relevant experience in Order fulfillment
- Strictly follow compliance rules and handle customer data with absolute care
- Responsible for an assigned group of customers to ensure total customer satisfaction
- Attend to all customers' enquiries and maintain a rapid communication feedback to customers
- Host customers' visits and co-ordinate/conduct performance review with Customers
- Lead and motivate Customer Service Rep to achieve efficient and quality output