Our company is searching for experienced candidates for the position of 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

- Answer customer inquiries, proactively coordinate between customers, commercial team, planning team, finance team other functional departments
- The contractor position will support the Reverse Supply Chain operations for the HQ Returns and Investigation team
- The returns team is responsible for multiple operational solutions that require investigation and cross-functional partnership to prevent negative customer impact
- This role will be responsible for meeting daily service level commitments and driving the identification and resolution of operational improvements or systemic enhancements that will increase efficiency and create a Best In Class customer experience
- Candidate will be expected to establish reporting on production and service levels for all activities supported by the Returns and Investigation team
- Reporting will include production, service level, internal and external factors, downstream impacts, customer impacts, and many other metrics and key performance indicators
- Creating these reports will require working knowledge of the entire process flow from order creation and data flow through various internal and external applications and databases to the operational process of receipt and disposition of product through the reverse supply chain facilities
- This will require providing summary level reporting to supply chain leadership
- This role will be the point of contact for communication and documentation

- Be responsible for all customer inter-face, detailed technical proposal preparation, development program management, product pricing, contract execution and overall production support as needs arise

Qualifications for order fulfillment specialist

- Conflict and problem solving
- MS Office (Excel, PPT) Proficiency, Access is a Plus
- ECom knowledge
- Advanced English and Spanish required (Portuguese a plus)
- University Degree in Engineering, Administration, IT/Systems or Industrial
- Experience in Operations/eCommerce for 2-3 years