

## Title: Order Fulfillment Specialist

### Position Summary:

The Order Fulfillment Specialist is responsible for providing order management for all commercial orders; reviews and accurately enters orders according to department order entry policies for all Sigler territories.

### Key Duties and Responsibilities:

- Evaluating all documentation and records of orders.
- Ensuring accuracy of incoming and outgoing shipments.
- Following procedures and processes for vendor management
- Recording all data for orders and shipments; resolving any discrepancies or issues.
- Monitoring inventory and order history; responding efficiently to any change requests.
- Timely communication to monitor order processing flows and collaboratively respond to potential delivery or product availability problems
- Maintain good communications with operations team, company's sales teams, and management
- Work with sales teams on getting and confirming customer's order forecasts
- Backup to other order fulfillment employee(s) when needed
- Other assignments as requested by management

### Critical Knowledge and Skills:

- Accuracy, analytical skills and attention to detail are required
- Excellent interpersonal, oral & written communication, organization and teamwork skills
- Proficiency in Microsoft Word, Excel and Outlook
- Strong multi-tasking skills
- Good judgment and planning skills
- Ability to interact with all levels of management
- Team player; co-operative; proactive; fast learner
- Ability to multi-task and work independently; to prioritize and perform tasks efficiently even when under pressure or time constraint and follow-through to completion
- Type 45 wpm

### Education and Experience:

- High School Diploma or equivalent