

JOB POSTING

Job Title: Order Fulfillment Supervisor
Department: Customer Service
Salary/Wage: DOEE
Reports to: Customer Service Manager
Date of Posting: January 8 2019

Job Duties:

1. Supervises and manages all department aspects including personnel on a day-to-day basis.
2. Plans and schedules the work shifts for the most effective utilization of employees, equipment, and material within budgetary, cost and quality standards.
3. Takes telephone/fax orders, verifies orders, and enters orders into the ERP system.
4. Addresses any escalated calls, purchase orders or inquiries from customers and shipping carriers.
5. Helps the departmental team develop and achieve goals, action plans, and time tables.
6. Monitors customer service workflow, phone call/work volumes, and quality of service.
7. Develops relationships with customers, inter-office personnel and outside sales reps to promote goodwill and generate new business.
8. Reviews and updates current SOP's, identifies any areas in need of improvement, recommends and implements strategic plan of action.
9. Takes the lead in the implementation and training of staff for any new software or ERP's introduced.
10. Reviews large account vendor guidelines to ensure account compliance and works with team members to provide supporting documentation to successfully dispute chargebacks, late PO fees, fill rates, shortages, etc.
11. Prepares daily department reports measuring productivity and capturing unfulfilled orders.
12. Manages all human resources-related issues, such as payroll, hiring, training, counseling, disciplining, performance evaluations, incentive plans, conflict resolutions, to name a few.
13. Creates, maintains and implements metrics to track staff attendance, performance, ensures an effective performance tracking and feedback system is in place.
14. Performs any other duties as may be assigned by manager.

Job Requirements:

1. Minimum of a Bachelors Degree required
2. Minimum of 5+ years of previous customer service experience in a call center environment
3. Must have minimum of 5+ years of supervisory experience
4. Strong track record of accounting principles such as reconciliation and aging of invoices for both B2B and B2C accounts.
5. Prior experience in the vitamin/supplement/nutrition industry preferred.
6. Strong verbal and written communication skills.
7. Ability to multi-task, prioritize responsibilities and be detail oriented
8. Strong follow through, organizational, and leadership skills
9. Strong computer skills and proficiency in Microsoft Office programs
10. Excellent problem resolution skills
11. Adaptable in a fast-paced environment.
12. Excellent work ethic
13. Local candidates only (Los Angeles, CA location)
14. Must be agreeable to posted wage.

Job Status: Full-Time, Exempt

Schedule: Monday through Friday (Hours TBD), may be required to work on Sundays

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to occasionally alternate between sitting and standing positions. The employee frequently is required to reach with hands and arms, use hands and fingers to handle controls, computer and mouse; talk and hear. The employee is occasionally required to walk, stand, stoop, and lift as required to file documents or store materials throughout the work day. Specific vision abilities required by this job include close vision and the ability to adjust focus. Proper lifting techniques required. May include lifting up to 25 pounds on occasion.