



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00545	Pay Grade:	6
JD Title:	Order Fulfillment Coordinator	JD FTE Hours:	35
Job Family:	Retail		

General Description

Responsible for photographing and preparing images for the store's website, ensuring a comprehensive online catalogue of merchandise with accurate and enticing product descriptions. Provides internal and external customer support and ensures orders are processed, monitored, and fulfilled accurately, promptly, and efficiently. Recommends opportunities for marketing additional products and expanding the customer demographic.

Representative Duties & Responsibilities

- Review online product offerings and ensure products are categorized correctly and displaying accurate product names, descriptions, and images.
- Coordinate workloads and assign picking lists to appropriate staff, ensuring all orders are accurate and completed on time in order to meet customer delivery expectations.
- Photograph and prepare photos for online posting using image editing software.
- Write product descriptions using basic html tags.
- Generate quotes based on departmental pricing guidelines and buyer's negotiated costs.
- Enter purchase orders and reorders into the inventory management system ensuring adequate inventory levels are maintained.
- Purchase shipping materials for web orders and ensure an adequate level of supplies are maintained.
- Relay feedback and make recommendations for improvement to website functionality and back end order processing software to appropriate staff.
- Review processes and policies, and recommend changes that will improve accuracy, decrease order turn around time, provide potential for cost savings and increase overall customer satisfaction.
- Liaise with buyers regarding online product issues, necessary reorders, and merchandise assortment.
- Liaise with appropriate staff regarding online promotions and special features.
- Communicate, interact, and collaborate with other areas of the department to expedite order fulfillment and resolve fulfillment issues.
- Correspond with vendors to place orders, facilitate artwork creation and approvals, and ensure timely delivery of goods.
- Develop strong collaborative relationships with all internal and external customers.
- Correspond with and explain procedures to customers.
- Understand the process flow across various systems used by the department.
- Independently resolve issues and decrease the overall number of issues requiring escalation.
- Create and maintain the website procedure and training manual.
- Develop forms and templates to assist in processing online orders.
- Oversee the order fulfillment process including order input, administration, and shipping.
- Process transactions in a timely and accurate fashion.
- Facilitate and process customer returns for orders placed online.
- Communicate potential shortages and notify customers of product availability.
- Facilitate the scheduling of orders and resolve issues including, but not limited to, back-orders, and holds on orders.
- Review order status and ensure timely picks to meet delivery deadlines.
- Track and report causes of order processing delays.

Representative Duties & Responsibilities

- Document and communicate customer complaints to management.
- Handle and resolve incoming requests via phone, fax, and e-mail from internal and external customers.
- Investigate complaints related to the shipment of goods, ensuring corrective actions are implemented to prevent similar incidents.
- Ensure methods used to ship online orders are cost effective and meet shipping timelines provided to customers.
- Enter shipping information into the system, generate shipping documentation, and enter corresponding tracking information into the system.
- Provide appropriate receiving staff with timely feedback regarding issues with shipping companies.
- Troubleshoot, resolve, and escalate customer queries and issues regarding the website and order fulfillment.
- Read and understand website orders, quantities, and other written information.
- Package web orders for shipment, or in store pick-up, according to department packing guidelines.
- Promote and market bulk orders to the University community in coordination with appropriate marketing staff.
- Assign work tasks to staff, ensuring they are shown appropriate methods and procedures.
- Participate in the counting of physical inventory.
- Ensure the proper opening and closing of the store on a rotational basis following established departmental policies and procedures.
- Perform cashiering duties as required.

Supervision

- Provide direction to other in how to carry out work tasks.

Qualifications

- 2 year Community College Diploma in Business, or related field.
- Requires 2 years of relevant experience.

Effort

Physical Effort:

- A typical work day occasionally requires low physical effort for activities such as:
 - Intermittent periods of keyboarding when processing web orders and entering information in the inventory management system.
- A typical work day consists of greater than 3.5 hours of moderate physical effort for activities such as:
 - Prolonged periods of standing while processing and picking orders.
 - Lifting, carrying, placing and moving packages to proper locations for delivery.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and forms, and inputting data into databases and spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Reviewing online product offerings and ensuring products are categorized correctly and display accurate product names, descriptions, and images.
 - Photographing and preparing photos for online posting using image editing software.
 - Relaying feedback and making recommendations for improvements to website functionality and back-end order processing software to appropriate staff.
 - Overseeing the order fulfillment process including order input, administration, and shipping.
 - Reviewing processes and policies and recommending changes that will improve accuracy, decrease order turn around time, provide potential for cost savings, and increase overall customer satisfaction.
 - Troubleshooting, resolving, and escalating customer queries and issues regarding the website and order fulfillment.
 - Assigning work tasks to staff, ensuring they are shown appropriate methods and procedures.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally required to wear steel toed work shoes when packing customer orders.
- Occasionally exposed to dirt and dust from packing products for shipment.

Psychological Environment:

- Occasionally required to interact with individuals who may be rude or upset.
- Frequently required to handle competing requests and simultaneous shipping deadlines.

Health & Safety:

- Uses hydraulic machinery, wheeled carts, and freight elevators.
- Required to climb ladders to store and retrieve merchandise and equipment.
- Lifts heavy boxes of merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00545	Pay Grade:	6
JD Title:	Order Fulfillment Coordinator	Total Points:	412
Job Family:	Retail		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.0	23
	5. Education and Experience	D2	56
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	3.0	18
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.5	37
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.5	53
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	2.0	16