



## Order fulfilment specialist

An order fulfilment specialist is responsible for fulfilling orders and preparing each order for shipment, a summary of the role is included below;

### Fulfilment of orders

- Fill orders in accordance with a packing slip
- Ensure adequate and correct packaging of orders
- Compliance with packaging requirements for the shipping method
- Ensure quality control processes are followed (secondary checking etc)

### Shipping of orders

- Use the correct shipping method
- Print postage labels
- Troubleshoot issues with the booking/printing of postage labels
- Selecting the correct courier
- Comparing rates for international parcels and choosing most appropriate

### Stock control

- Updating stock system when products are sold and orders fulfilled
- Booking in new stock when deliveries are received
- Calling out discrepancies in recorded stock

### Administration

- Printing product labels
- Printing packing lists
- Updating web site (training provided)

### Other duties

#### Essential

- An attitude and willingness to learn, we are a niche business and a lot of our products have awkward names or alternate names. You'll never know anything but an ability to absorb it overtime.
- Basic It
- Basic IT skills, we are an online business so knowledge of computers is highly desirable
- Commitment to an agreed rota

#### Desirable

- An interest in perfumery
- Past logistical expertise
- Experience in Customer service support (online e, phone, messaging)