

COMPANY: ThermFlo, Inc.
POSITION TITLE: Service Fulfillment Specialist
LABOR CATEGORY: Exempt
REPORTS TO: Distribution Operations Manager
APPROVED BY: Director of Operations
DATE: 7/29/2022

JOB SUMMARY

The Service Fulfillment Specialist is responsible for increasing service department efficiency and Service technician productivity by optimizing Service order fulfillment processes. They ensure that Service equipment and materials are received, fulfilled, and distributed to Field Service Technicians in a timely and cost-effective manner.

ESSENTIAL RESPONSIBILITIES

- Receives and evaluates Service material and equipment fulfillment orders. Organizes orders to ensure that parts are available for work to be completed by priority status.
- Communicates with the Field Service Technicians to qualify readiness for work – review all items required and their status with the technician. E.g., on hand (truck-stock ready) or waiting on order fulfillment. Responds quickly to change requests and updates records, as needed. E.g., new information, materials used, no longer required, etc.
- Tracks, monitors, and performs research on order statuses, collaborating with suppliers to minimize delayed fulfillments and other issues. Communicates important updates to stakeholders on order status, as required.
- Ensures suppliers are meeting or exceeding expectations for delivery and quality, addressing widespread issues collaborating with stakeholders, as needed. Makes recommendations for preferred suppliers.
- Receives and arranges incoming shipments in designated staging and storage areas and records all related data.
- Inspects and validates the received material and equipment match that of the fulfillment order and ensures if they are damage-free, in good quality, and are bundled accurately, if applicable.
- Identifies incorrect orders (e.g., damaged, duplicated, cancelled, or short-shipped items) and works with stakeholders to resolve discrepancies and outstanding issues.
- Coordinates distribution of Service material and equipment orders in a timely, efficient manner. Assembles and prepares fulfillment orders for pick-up and/or shipment. Finalizes fulfillment orders and records all related data.
- Processes material and equipment return documentation for supplier and warranty credits, ensuring reimbursements are received and accurately reported to projects.
- Monitors status of Service stock levels by analyzing data that support purchasing decisions. Takes ownership of maintaining safety stock levels for Service by collaborating with stakeholders to drive or assist in scheduled cycle counts, discrepancy reconciliation, and purchasing decisions, and for the coordination and delivery of time-sensitive stock replenishments.
- Recognizes, develops, and implements cost savings and process improvement initiatives working with other stakeholders as needed.
- Develops a basic working knowledge on the parts and products carried by Zonatherm Products, Inc., and other suppliers.

SECONDARY RESPONSIBILITIES

- Maintains uncluttered work and storage areas, making sure that items are labeled, located, and staged properly.
- Responsible for general upkeep and housekeeping duties to ensure a safe, clean, and orderly work environment.
- Comprehends and adheres to all safety, quality, and Company guidelines specified in the Employee Handbook, the safety policy manuals, quality procedures, or any official Company documents.
- Other duties and projects as assigned.

ESSENTIAL QUALIFICATIONS AND REQUIREMENTS

- **Education and/or Experience:** Requires High School diploma or GED equivalent and one to two years of relevant experience and/or training; or an equivalent combination of education and experience. Ability to receive 30-hour OSHA certification within first three months of starting in this position.
- **Technical Skills:** Basic understanding of mechanical and power generation Service industry concepts, practices, and procedures with the ability to correctly select various applicable hand, power, and specialty tools.

- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as rates, ratios, discounts, interest, proportions, percentages, and volumes.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to define and solve practical problems, collect data, establish facts, draw valid conclusions, and prioritize work plans to complete assignments.
- **Language Skills:** Excellent professional written and verbal ability to communicate effectively with attention to detail. Ability to read and interpret documents such as purchase orders, order acknowledgements, bills of lading and various other related documents. Ability to create routine reports and correspondence.
- **Computer Skills:** Strong proficiency in Microsoft Office (Excel, Outlook, Word) and the ability to operate in NetSuite. The ability to perform commonly recurring tasks such as data entry on alpha and 10-key numeric pads, building pivot charts and tables, and using formula functions. Ability to learn and adapt to evolving database accounting/service management software. Minimum typing speed of 45 words per minute.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to stand, walk, push, squat, bend, reach, climb, balance, talk and hear; use hands to move objects or tools; frequently lift and/or move up to up to 50 pounds; occasionally sit, stoop, kneel, or crouch and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. Certified ability to operate pallet jacks and forklifts.
- **Work Environment:** This job operates in a warehouse setting. This role routinely uses standard office equipment such as virtual meeting platforms, computers, phones, and fax machines.
- **Position Type and Expected Hours of Work:** This is a full-time position, and typical work hours and days are Monday through Friday, 7:00 A.M. to 4:00 P.M. with one (1) hour unpaid lunch.
- **Supervisory Responsibility:** This position has no supervisory responsibilities.
- **Other Qualifications:** Must follow safety standards when working with tools and equipment. Must be flexible in responding to changes in schedules and job priorities, and able to work individually and in a team to complete work assignments satisfactorily.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without prior notice.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.