

## JOB DESCRIPTION

**DEPARTMENT:** Order Fulfillment

**MANAGER:** My'Lisse Kochan-Manley

**JOB TITLE:** Order Fulfillment Specialist

**DATE UPDATED:** March 2021

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### COMPANY BACKGROUND

Creative Materials Corporation ([www.creativematerialscorp.com](http://www.creativematerialscorp.com)), established in 1993, specializes in the supply of LVT, ceramic and porcelain tile and natural stone to the commercial construction industry. With corporate offices in Albany, NY and established markets across the U.S., Creative Materials represents hundreds of manufacturers of interior and exterior finish materials worldwide and excels in the promotion and specification of said materials with architects, interior designers, and multi-unit corporate brands. With a focus on large commercial projects and multi-unit national account brands, Creative Materials is able to provide its clients with a unique value proposition including dedicated service teams, project management and superior logistics services ensuring that the supply of its building materials to complex commercial construction projects is achieved on time and on budget.

Creative Materials closely manages all projects from the initial design and specification stage to ordering and delivery of material. The company also provides value-based information on installation and maintenance. Logistics, customer service and sales departments are all integrated and create an attentive and dedicated team that proactively responds to the client and understands the entire design, development, and construction process.

### LOCATION

Position is based in Albany, NY

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### SUMMARY

Reporting to the Leader of Order Fulfillment, the Order Fulfillment Specialist plays a vital role in the post-specification order and fulfillment administration for Creative Materials' projects. Although in a team environment, this position requires a detail-oriented, proactive, and engaging professional who takes ownership of their responsibilities with an emphasis on anticipating the needs of the organization, clients, and customers. An Order Fulfillment Specialist must be self-motivated, organized, and disciplined to execute in a multi-faceted business environment proactively – strategic, planned, and purposeful activity is essential in maximizing the customer experience and to organizational success. Ability to be a trusted internal colleague is a must.

### RESPONSIBILITIES

- Work with colleagues to confirm and/or obtain all information necessary to finalize Sales Orders, with special attention being paid to lead times, products, quantities, delivery parameters and requirements, as well as payment arrangements.
- Responsibilities related to Sales Order finalization include:
- Enter Sales Orders as necessary in support of customer requirements. When needed, create new items in the ERP system for new products being sold, with special emphasis being placed on their proper setup to mitigate downstream issues.
- Work with colleagues to obtain approvals on Sales Orders and verify payment arrangements are executed.

- Ensure that all requisite activities and paperwork has been handled and that a Sales Order is set up for success, before releasing the shipment to the warehouse via EDI or email, or the vendor directly.
- Ensure the order was picked up and is in transit without issue. Follow up and communicate all delays with the customer.
- Update CRM and workflow management system (Salesforce) with pertinent real-time project information (project codes, project stage, Sales Order numbers, quoted revenue, order revenue, etc.).
- Own the administration for documents pertaining to Sales Orders, signed Sales Orders, Purchase Orders and Purchase Order confirmations.
- Create and issue necessary documents related to the purchase of materials from Company vendors to fulfill customer Sales Orders (Purchase Orders, Purchase Order confirmations, etc.).
- Check stock availability of requested products, whether at Company third-party warehouses or manufacturer facilities.
- Review and ensure that the Purchase Order confirmation from the vendor matches the Purchase Order submitted, which should match the customer's Sales Order.
- Resolve all issues where the details (qty, product, delivery schedule, etc.) do not match what was requested.
- Initiate the process for filing claims when materials are damaged or returns when something is shipped in error.

### **SKILLS AND QUALIFICATIONS**

- Strong competency in standard MS Office applications, especially Outlook, Word, and Excel.
- Customer-centric mindset
- Strong problem-solving skills and critical thinking skills
- Strong interpersonal skills – notably communication, engagement, and confidence.
- A high attention to detail and a keen ability to function in a constantly changing environment which requires rapidly shifting priorities.
- A proven track record of success with both individual and collaborative problem-solving, showing demonstrable evidence of sound judgment and decision-making.
- A degree in Business Administration or a related field which is supportive of the role is strongly preferred, but not required.
- While experience is helpful, recent, or upcoming college graduates are encouraged to apply.
- Order processing management and experience is a plus.