

Summary:

The Order Fulfillment Representative is the primary administrator for NRS Sales across the USA and Canada and is responsible for ensuring that all orders are submitted 100% accurately and in a timely manner to the distributor network. They're also the first contact point for NRS stores for troubleshooting and customer care – giving both timely and helpful information to the stores and to the distributor network.

This role ensures Phantom's success in ensuring smooth and user-friendly administration for the Order Fulfillment channel. As an integral member of the Phantom Network Resource Team, the incumbent also plays a key role in maintaining positive external representation of the organization and consistently demonstrates and encourages in others the organization's core corporate values.

Department Structure:

Reporting to the Field Support Supervisor are the Order Fulfillment Coordinator, Ordering Coordinator, Ordering Representative, Receptionist / Office Admin and Data Entry Clerk.

There are no positions reporting to the Order Fulfillment Representative.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

Provide timely, consistent and great service by doing the following:

- Responsible for ensuring all national retail purchase orders are received, validated and entered accurately and by set time each day
- Develop deep understanding and knowledge of Phantom's national retail programs and policies, keeping abreast of general industry news and extenuating circumstances
- Responsible for resolving any retail escalations or information corrections by liaising with customers, stores and network accounts to resolve in a timely manner, escalating to Support Services Supervisor if necessary
- Responsible for ensuring the Distributor network is aware of established program requirements (service times, background checks, store visits, etc.), maintaining applicable records, holding them accountable, assisting where necessary and reporting on compliance
- Responsible for ensuring changes and/or delays are communicated to appropriate parties in a timely manner
- Responsible for ensuring all telephone inquiries from the NRS phone lines are answered in a professional and timely manner
- Responsible for ensuring current content and proper inventory levels for NRS binders are maintained
- Responsible for maintaining databases to ensure accurate master store listings by account, display types, product lines, pricing and new stores
- Coordinate the launch of Regional and National Retail program changes, assist in the development and implementation of support processes and communicate with departments involved
 - Provide support in the acquisition of quotes and creation of costing sheets of product, display materials, labour and freight for reset projects and new program launches
 - Coordinate the new store opening process for NRS accounts including the coordination of displays, updates to databases and communication with the appropriate distributor
- Assist Distributors and NRS accounts with damaged displays. Coordinate replacements as applicable
- Assist Finance with NRS reporting as required

- Responsible for ensuring sales and warranty claim support for any “realized” sales and warranty claims are completed in set timeframes
- Responsible for updating and maintaining all Excel spreadsheet price lists ensuring they are accurate and user-friendly
- Responsible for training temporary summer staff, ensuring they are doing quality work

Be an active member of the Network Resources and Phantom Screens team by:

- Having a great attitude, looking for ways to help and jumping in to help other members when needed or requested
- Providing secondary phone support backup for all phone lines
- Backing up the Ordering Coordinator and the Ordering Representative and Receptionist / Office Admin and Data Entry Clerk
- Looking for ways to help other departments serve each other and customers better
- Participating actively in trainings and meetings and continually striving to learn and grow
- Helping to improve processes and procedures to provide better and more reliable service

Key performance indicators:

- Enter all orders received before 2 p.m., by end of same day (if non-business day, then by end of first business day following receipt), Monday or first day following a stat holiday are due up until noon that same day
- 99.99% data entry accuracy
- Year over year improvement in NRS checklist compliance
- Year over year improvement in NRS background check compliance

Position Requirements:

- Patient, calm and professional telephone manner with the ability to diffuse customer conflict
- Ability to work efficiently and maintain composure in an environment that is subject to constant interruption
- Superior communication and interpersonal skills (listening, writing and verbal)
- Ability to build/maintain positive relationships with a variety of internal and external contacts at all levels
- High attention to detail
- Demonstrate ability to be tenacious (willing to work at something until it’s completely done)
- Positive attitude and an ability to handle stressful situations
- Proven time management skills

Academic Qualifications and Work Experience:

Graduated high school, with a year’s experience in a customer service role.