



**Posting Date:** 3/19/2018

**Posting End Date:** until filled

The following position is currently open. If you wish to apply, please submit your resume and cover letter to:  
jobs@tectran.com

**JOB TITLE:** Order Fulfillment Specialist

**JOB TYPE:** Full Time

**GENERAL PURPOSE:**

TECTRAN is a fast-growing manufacturer of pneumatic & electrical systems, supplying OEM & aftermarket customers in the Heavy-Duty Truck, Trailer & Bus markets throughout North American & for export.

We are in need of an Order Fulfillment Specialist responsible for both hands-on processes and oversight of direct and indirect operational tasks to ensure optimal customer order fulfillment. Our company is looking for candidates who are enthusiastic and ready to learn in a fast-growing environment.

Primary duties are outlined in the section below. Due to the broad scope of responsibilities, projects and daily tasks will often vary widely and you will be required to prioritize appropriately and exercise professional judgement. You will sometimes interact directly with customers and vendors as well, although Customer Service and Manufacturing will be your primary communication channels to those groups.

**SPECIFIC DUTIES**

**Order Fulfillment:**

- Supervise and execute daily order cycle inclusive of but not limited to: liaison to Customer Service for order entry/ technical errors, coordinate cross team Warehouse support needed for daily shipping goals and acceptance of Epicor order lines, determination and data capture of order fill vs. failure
- Work with stakeholders to review backorder and fulfillment options within available supply and compliance rules. Gain approvals as needed for adjustments
- Ensure team's properly and timely update Epicor with order processing results and request adjusted dates, etc.
- Report to Management and Stakeholders weekly results of order cycle and other key issues

**Compliance:**

- Monitor tracking against rolling compliance targets related to demand and order fulfillment metrics. Ensure requests for approval by management for backorder and sourcing activities do not exceed compliance targets.
- Support research and new process implementation of compliance issues due to order fulfillment issues (e.g., Picking errors). Work with Management to escalate/report on issue causes and possible corrective actions

**WHAT YOU'LL BRING**

- **Education & Experience:** A bachelor's degree preferred in a related business field, strong communication, and organizational skills. A minimum of 3 years of business experience with an emphasis on sales administration, supply chain, customer service, logistics and/or related field.
- **Systems:** 1+ years' experience with Epicor or similar ERP and/or Warehouse Management Software
- **Problem Solving:** Medium complexity
- **Communications:** Collaboration: with Marketing, Sales, Operations, Customer Service and 3rd parties, to meet ever-changing and demanding needs.
- **Internal coordination:** Responsible for coordinating across all roles in the supply chain to achieve goals. Demonstrated skill in working effectively within peers and with other functional areas in business.

TECTRAN is an Equal Opportunity Employer. We offer a competitive benefits package with a generous employer contribution toward our group Health plan and Voluntary Dental, Life, Supplementary insurance plans. PTO, tuition and position relevant Certification and Education reimbursement.