



# Order Fulfillment and Logistics Associate

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## Enseo

For more than 18 years, Enseo has been known as the backbone of the hospitality in-room experience. The company's superior products, including set-back boxes and applications, are preferred by the world's largest hotel groups. Enseo is a dynamic and fast-paced technology provider that is transforming industries with emerging digital products. We are always on the lookout for world-class talent with a passion for exceeding expectations. Is that you?

## General Description

The Order Fulfillment and Logistics Associate reports to the Fulfillment Manager and is responsible for assuring that orders are complete and smoothly transitioned to the fulfillment centers. Additionally, support of inventory management activities and daily logistics activities are included.

## Skills

- Can you work in a physically demanding, fast-paced environment while, at the same time, pay attention to detail, organization and procedure?
- Are you proactive, do you take initiative?
- Does working in Inventory Control, Supply Chain, Warehouse and Logistics operations appeal to you?
- Do you take ownership of the accuracy, efficiency and appearance of the assigned warehouse locations and its operations.
- Are you proficient with shipping, freight claims processes and inventory management systems and processes?
- Do you possess excellent written and verbal communication skills to support all of the above?

## Responsibilities

### Order Management

Sales Order Processing:

- Coordinate with Sales and Program Management and Procurement/Planning to schedule Sales orders for shipment.
- Ensure that all types of sales orders are properly and completely prepared as well as commit inventory and submit the orders to shipping. Verification of the goods expected against goods delivered.
  - Coordinate with Program Management to that ensure correct parts are selected.
  - Verify that orders are correct with regard to all information needed by Shipping. (Ship to Address and Contact, phone, service level, special services (liftgate, signature, etc.), Delivery Instructions.
  - Approve Sales Orders in accordance with guidelines and/or approval from Accounting.



- Ensure that all documentation is prepared in support of the orders (e.g. International Shipment Documents).
- Commit Inventory for order and submit order to Shipping.

#### Transfer Orders Processing (TRO)

- Assure that items needing to be transferred between locations are processed to meet needs as determined by MRP or as directed by Planning.
  - Ensure that all Documentation is prepared in support of the orders.
  - Assure that proper fulfillment and receipt of the TRO.

#### Procurement for Items to be Drop-Shipped

- Coordinate with Planning to Set-up Items for Drop Shipment
- Submit Drop Ship POs to suppliers
- Ensure Drop-Shipments are properly received/fulfilled upon shipment from the Supplier.
- Ensure Drop Shipments are delivered to the customer.

#### 3<sup>rd</sup> Party System Interfaces

- Property Set-up
- Activate properties on 3<sup>rd</sup> Party system and in NetSuite.
- Manage Configuration changes.
- Process Returns to Vendor in preparation of fulfillment and receipt of vendor replacements.

### Inventory Management

- Coordinate with Planning\Procurement regarding inventory in support of upcoming orders.
- Investigate inventory discrepancies and perform root cause analysis investigations and reconcile inventory discrepancies.

### Logistics

- Monitor and coordinate exceptions with items in transit and assure delivery.
- Coordinate freight claims on inbound and outbound shipments.
- Assure smooth transition of orders to fulfillment centers.
  - Monitor and troubleshoot EDI transactions with Suppliers/Logistics Carriers.

### Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay and an extensive benefits package including paid time off, medical, dental and vision benefits. Plus, we work to maintain the best possible environment for our employees and strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.