

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class

Class Code: 3067

ORDER FULFILLMENT COORDINATOR

Abolished 9/15/06

CLASS SERIES CONCEPT

Perform specialized work in an institution's publishing house related to processing orders for its books and other materials.

This series is distinguished from the Purchasing Assistant, the Order Service Coordinator, and the Buyer series' by performing work associated with receiving orders and sales, rather than purchasing and placing orders.

BASIC FUNCTION

Perform order processing and support activities for books and other materials produced by an institution's publishing house. Examples of duties are: creating customer accounts; determining customer classification and status; calculating discounts, shipping charges, and commissions; and preparing invoices in a computerized environment.

DISTINGUISHING CHARACTERISTICS

Under general supervision, process orders, prepare invoices, and provide customer service in an order fulfillment unit of an institution's publishing house.

TYPICAL WORK

Receive orders by telephone, mail, and in person from foreign and domestic customers including wholesalers, stores, libraries, schools, sales representatives, and individuals;

Enter book orders and returns into computer; calculate discount, tax, shipping charges, and commissions; determine customer account numbers, customer classifications, credit status, and stock availability;

Prepare invoices and credit documentation;

Code source documents for computer input; verify accuracy of output;

Help customers with orders and returns; respond to inquiries and claims; resolve order problems;

Coordinate back orders and standing order files for out of stock and forthcoming publications;

Prepare daily and monthly reports;

Perform related duties as required.

MINIMUM QUALIFICATIONS

High school graduation or equivalent AND two years of experience in order fulfillment

OR

equivalent experience/training.

New Class: November 8, 1991