



Title: Fulfillment Administrator

Department: Solar

Location: Huntersville, NC

COMPANY OVERVIEW

Leave the shirt & tie routine at home and come work for a progressive Solar services company offering natural gas and electricity services across the country. The Solar industry is booming and XOOM is growing right along with it. The fact is, when you join XOOM Solar, the opportunities for professional and personal development have very few boundaries. We are looking for individuals that are ready for a challenge, willing to jump in and be a team player and able to make a difference.

JOB SUMMARY

The position is responsible for coordinating and administering the order fulfillment process for customers to achieve optimal customer satisfaction. The order fulfillment process includes interacting with customers to fulfill contract/installation requirements and respond to various inquiries, researching, analyzing and executing all activities associated with resolution of installation, invoice and processing, and required sales-related financial transactions. Xoom Solar is reliant on accurate and timely order fulfillment operations; therefore, strong organizational and analytical skills are required of the Specialist. The Specialist will work closely with external customers on a daily basis, to ensure superior service is delivered. Strong interpersonal and communication skills are necessary.

DESCRIPTION

- Respond to, resolve and track inquiries from external customers in a timely and accurate fashion. Ensure customer requirements are met. These may include: order processing, service issues, marketing, installations, product information, consumer calls and pricing and product inquiries.
- Assist with logistics materials planning including delivery of product
- Act as a liaison between internal departments, sales leadership, and customers, fulfillment partners.
- Build positive relationships with XOOM Solar's direct customers and partners.
- Track and report on operations performance, research, analyze, and reconcile forecast and actual performance.
- Analyze process related transactions through the use of multiple systems.
- Manage, monitor and communicate policies and procedures to customers.
- Maintain a high knowledge level of products, promotions, departments, XOOM Solar's company information and policies. Stay abreast of pertinent industry activity as well as staying in tune with information concerning our customers.
- Understand, support and ensure all issues stipulated in the customer installation agreements are upheld and maintained.
- Other Duties as assigned

REQUIREMENTS

- Bachelor's Degree (i.e., business administration, business logistics, marketing, finance, or other related field)
- 2-4 years' experience
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Strong interpersonal and organizational skills
- Knowledge of basic customer account concepts either through practical experience or formal education
- Strong written, verbal , and interpersonal communication skills
- Proven ability to work effectively on cross functional teams
- Problem solving, analytical and administrative skills

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.