



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

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ORDER FULFILLMENT ASSISTANT

Job ID	25054-1196	
Web Address	https://careers.indigenous.link/viewjob?jobname=25054-1196	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2019-03-20	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

The Order Fulfillment Assistant performs a full range of administrative functions supporting the buying activities of the department applying retail acumen to assist in maximizing sales, margins and optimizing efficiencies. Ensures that promotional product orders are placed according to departmental guidelines. Assists the fulfillment of orders placed through the Campus Store web site.

- Answer inquiries in person, by telephone and via email to assist customers in the placement of orders for customized products.
- Troubleshoot customer issues regarding placement orders and develop recommendations for improvement.
- Update, maintain and verify information in a variety of databases.
- Organize orders for pick-up, process orders through point of sale system and contact customer to arrange pick-up or delivery.
- Collect and package merchandise for order fulfillment.
- Answer or redirect web order inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Assist customers in the placement of orders for customized products.
- Maintain ongoing and proactive communication with team regarding quotes, orders, product delivery dates and customer invoicing.
- Run and review standard reports from the inventory management system to ensure proper maintenance of inventory and billing.
- Perform inventory control duties including, but not limited to, inspecting merchandise, verifying receiving logs, and referring issues to the appropriate buyer for resolution.
- Ensure the smooth and timely flow of merchandise from the receiving area to the appropriate staging areas, stock rooms or pickup locations.
- Maintain and organize sample and display merchandise, ensuring display areas and stock rooms are kept organized, clean, and accessible.
- Initiate stock transfers by entering appropriate items and quantities into inventory management system.
- Write a variety of documents such as correspondence, procedure manuals, reports and minutes.
- Maintain up-to-date documentation on vendors including compliance documents related to various policies.
- Operate various equipment such as heat-transfer press for the decoration of garments and other merchandise.
- Maintain the operation's customer service standard by demonstrating and fostering behaviors that promote customer satisfaction.
- Ensure all sales transactions are handled professionally, efficiently and accurately.
- Demonstrate an in-depth knowledge of store policies and procedures and the ability to effectively communicate these policies to others including customers and staff.
- Update and maintain information on websites according to documented policies and procedures.
- Apply standard mathematical skills such as calculations, formulas, and equations to perform a variety of calculations.
- Attend and participate in various events on and off campus.
- Monitor and order shipping supplies.
- Prepare outgoing mail, faxes, and courier shipments.
- Prepare merchandise for inventory and perform inventory tasks.
- Demonstrate and communicate correct procedures and tasks to other staff.
- Follow best practices to ensure proper inventory control and reduce retail shrinkage.
- Perform cashiering duties.

For more information, visit McMaster University for ORDER FULFILLMENT ASSISTANT