

## **Fulfillment & Distribution Customer Service Representative**

### **Position Summary**

We are seeking a detail-oriented and customer-focused Fulfillment & Distribution Customer Service Representative to join our team. This role serves as the primary point of contact for clients using our fulfillment services, ensuring smooth communication, accurate order execution, and proactive support that drives customer satisfaction. The ideal candidate thrives in a fast-paced environment, enjoys problem-solving, and excels at building strong relationships while keeping projects on track.

### **Key Responsibilities**

- Serve as the main client liaison for fulfillment activities, working closely with Sales and Account Service teams to ensure accuracy and on-time delivery.
- Set up, configure, and maintain client fulfillment portals (including Veracore) for seamless daily operations.
- Manage and process monthly billing in partnership with the Finance team.
- Monitor automated system notifications and take action promptly, including order processing, inventory management, or proactive client outreach.
- Identify opportunities to improve fulfillment processes, workflows, and client communications to increase efficiency and satisfaction.
- Provide regular updates to the Fulfillment & Distribution Manager on client activity, system performance, and project status.

### **Qualifications**

- Previous experience in customer service, fulfillment, or distribution (preferred).
- Familiarity with fulfillment software (Veracore experience strongly preferred).
- Strong organizational and multitasking skills with proven ability to manage competing priorities.
- Excellent communication skills and a proactive, customer-first mindset.
- Proficiency in Microsoft Office Suite (Excel, Outlook, Word) and comfort working in technology-driven workflows.
- Ability to work independently and collaboratively within a team environment.

### **Core Competencies**

- Customer Focus & Relationship Management
- Workflow & Process Efficiency
- Accuracy & Attention to Detail
- Problem Solving & Critical Thinking
- Team Collaboration

### **Why Join Us?**

At The Kennickell Group, you'll be part of a dynamic, growing company with a reputation for innovation and customer excellence in printing, signage, and fulfillment. We value initiative, collaboration, and continuous improvement, and we provide the tools and support you need to succeed.