



## Job Opportunity

Job Title: Fulfillment Coordinator	Reports To: Operation Manager
Department: Operation Management	Schedule: M-F, Shift Schedules, Part Time

### Basic Functions

Primary responsibilities are to manage the overall deployment and inventory processes that include processing equipment orders, downloading terminals and maintaining inventory records.

### Responsibilities:

#### Deployment

- Download, test, and ship terminals to merchant and/or ISO's
- Meet SLA by ensuring all orders received by 3:00 PM are shipped the same day
- Reprogram and download terminals as required
- Support the terminal install process by scheduling training sessions and performing installs

#### Inventory

- Organize and maintain the Equipment Supply Room
  - Inventory on all equipment and notify manager when to order additional equipment
- Organize and maintain the Deployment Room
  - Process returned equipment, test and logged back into inventory
  - Designate damage equipment for repair
  - Check equipment swaps
  - Maintain inventory logs
  - Uline Orders – ensuring shipping supplies are in stock

### Team Support and Special Projects

- Escalate issues and concerns to Leads and Manager as needed
- Comply with EPS policies outlined in our employee handbook
- Other duties as assigned

### Skills/Requirements

- Preferred experience in credit card or financial institution, to include downloading credit card terminals
- General understanding of escalating issues, priority levels and shipping options
- A Team Player, with good interpersonal, verbal, written and organizational skills
- Must have a good technical aptitude and ability to multi-task with a high degree of initiative
- Available to work Part time as assigned

### Working Conditions:

- Able to lift 20 pounds

### Education and Training:

- High School Diploma or Equivalent