**Order Fulfilment Executive – 18 months**

**LOCATION:** Life Fitness UK, Ely, CB6 3NX

**DEPARTMENT:** Supply Chain

**HOURS** 37.5 hours per week

Hybrid

**REPORTS TO:** Order Fulfilment Supervisor

*An empty treadmill isn’t compelling, but once someone steps on it, the stories are limitless. Our goal is to connect people emotionally to their fitness journey. We are a global team coming from different cultures and backgrounds with a shared passion to achieve and live our mission of empowering the world to work out, creating healthier lives together.*

*Over the past 50 years we have built partnerships across the UK to deliver the industry’s widest range of premium cardio, strength and group training products to create unique fitness solutions for both facilities and exercises. Elevating our partnerships further by adding value through inspiration, education and co-creation.*

*Inspire. Innovate. Make an impact! Join our team!*

**JOB OVERVIEW**

The Order Fulfilment team is key to enabling a best in class customer experience and is responsible for the successful delivery and installation of products at our customer sites.

As an Order Fulfilment Executive, you will partner with your allocated account managers to provide exceptional service to our customers, making sure stakeholders are communicated with effectively throughout order management process.

You will be responsible for the successful management of multiple orders from sale through to delivery and product installation at the customer site. So, it is essential that you can remain calm under pressure and be able to demonstrate an organised and methodical approach to get things done.

As a self-motivated team member, you will be customer focused, highly organised and enjoy working in a busy environment. This is a varied role, so the ability to multitask, demonstrate initiative and think on your feet is key.

**Specific accountabilities**

* Processing sales orders in accordance with company procedures
* Regular communication with the customer and the account manager throughout the order journey to enable you to manage any issues or concerns.
* Liaise with demand planning team to ensure stock is available to meet customer delivery dates
* Work with the scheduler to ensure relevant paperwork and information regarding deliveries is processed to allow a smooth delivery for the customer
* Invoicing of sales orders on completion of the installation
* Completion of customer satisfaction survey

**SKILLS & ABILITIES**

* Good interpersonal and verbal communication skills, with the ability to deal with people at all levels
* Ability to take responsibility and be accountable for own areas
* Flexible (in both attitude and hours) as is required by the demands of the business
* Exceptional organisation skills can multi task and have the ability to prioritise from the deadlines set
* Ability to react quickly in an ever-changing and demanding environment
* Good standard of literacy, numeracy and IT skills
* Previous order processing or sales support experience desirable
* This person must be both a logical thinker with high attention to detail

**BENEFITS**

* Full product training & onboarding
* Private Medical Insurance
* Income protection
* Life Assurance
* Pension – increasing with length of service
* Quarterly & Annual Awards

**ADDITIONAL COMMENTS**

You’ll be working in an inspirational and active environment empowering everyone to work-out, but also work hard to push themselves to achieve ambitious goals. We offer a challenging position in a dynamic and supportive environment, competitive compensation, and a great work atmosphere!

If you are confident that you are the person we are looking for, please send your covering letter and CV directly to [uk.careers@lifefitness.com](mailto:uk.careers@lifefitness.com) !