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## ORDER FULFILMENT COORDINATOR - WHOLESALE

### WHO WE ARE

Superdry is a British, founder-led brand with a truly global presence. We've been proudly creating world-class product for two decades, offering genuine choice to our customers with our curated collections.

Our mission is to be the No. 1 premium sustainable style destination, delivering product that is authentic with unmatched quality and true integrity, much like our people.

We are on an ambitious journey to serve our diverse community through a premium brand that's focused on the future, prioritises sustainability, leads with craft, and celebrates culture. We need talented people to join us on the adventure, is this you?

### THE ROLE

The Wholesale Order Fulfilment team works with Customers, Sales teams and Distribution teams to ensure the smooth and timely movement of orders and shipments to customers, facilitating the smooth day to day running and successful performance of all our wholesale customers across all territories.

This role and the team are pivotal in ensuring the maintenance and integrity of the order book and achieving monthly and seasonal shipping targets.

We work with these accounts daily by email, phone and on occasion in person, ranging from leading national retailers to the many much smaller, but equally important, independent stores around each territory.

This role is key in managing the shipping and customs requirements for the international movement of stock as well as supporting additional administrative requirements and processing of wholesale customers accounts.

### YOU WILL

- Support in maintaining the integrity of the order book, including timely maintenance and the regular review of outstanding orders / end of season clear down.
- Manage order amendments after the close of selling.
- Support in Managing the process of releasing orders for DC picking for accounts (including consumables)
- Coordinate customer bookings, liaising with the warehouse and customer teams including the use of customer portals.
- Regular review of credit reports, proactively identifying issues and liaising with both customers and



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the Superdry Credit Control team for resolution (releasing stock off the back of credit releases).

- Assist with the creation of commercial invoices, certificates of origin and other shipping documentation.
- Complete delivery tracking and customer communication (including bookings with customers).
- Provide agents with weekly intake updates.
- EOS and normal returns coordination and management (where applicable)
- Claims shortages / Extras invoices (units & services)
- Assist with the execution of new customer shipping manuals – VAS, Pick & Pack codes etc.
- Support in managing and reducing debit notes through investigation and root cause analysis.
- Create working SOPS for key customers.
- Ensure weekly shipping targets are met, explain and resolve any blockers and challenges.
- Customer cancellation management and associated policy compliance documentation.
- Extras credit raising (marketing / goodwill) and associated policy compliance documentation.

## YOU ARE

- Proficient in Microsoft Office, Intermediate/advanced level Excel (pivot tables).
- Able to work with numbers and large volumes of data.
- Diligent and with excellent attention to detail.
- Used to working with ordering systems, ideally Styleman or Oracle is an advantage (desirable)
- Happy to work in a fast paced and challenging environment.
- Able to work well as part of a team.
- An excellent communicator with planning skills and the ability to prioritise your own workload.
- Enthusiastic and determined, with a team spirit and positive attitude.
- Strong customer service skills are a plus.