



Position Description

POSITION TITLE: Program Fulfillment Specialist

DEPARTMENT: Sales

CLASSIFICATION: EXEMPT NON-EXEMPT FULL TIME PART TIME

PREPARED BY: Human Resources

APPROVED BY:

REPORTING RELATIONSHIPS:

POSITION REPORTS TO: Director of Retail Sales

POSITION SUPERVISED: None

COMPANY OVERVIEW:

At Farm Fresh Direct we are proud grower-owned and dedicated to providing quality products to our customers. With a focus on growing strong, we prioritize regional diversity and support our growers in delivering exceptional produce. Our commitment to excellence drives everything we do, from cultivation to customer service. Farm Fresh Direct of America offers a competitive salary and benefits package along with growth opportunities within the company. Our company culture provides supportive leadership and is collaborative in nature.

POSITION PURPOSE:

The Program Fulfillment Specialist independently manages standard program workflows, resolves routine exceptions, and ensures accurate and timely execution of program requirements. This role serves as the primary owner of assigned workflows, interacting with cross-functional teams to maintain service levels and support continuous improvement.

ESSENTIAL FUNCTIONS:

- Own end-to-end program order fulfillment for assigned accounts
- Independently resolve routine exceptions such as missing data, routing mismatches, and shipment discrepancies
- Coordinate with production, warehouse, and transportation teams to ensure accurate deliveries
- Monitor inventory levels, identify potential risks, and escalate proactively
- Identify workflow issues and suggest updates or refinements to SOPs
- Maintain SLA (Service Level Agreement) performance for accuracy, throughput, and timeliness

- Document exceptions and recurring issues with clarity and completeness
 - Provide informal guidance to Coordinators by answering questions and demonstrating best practices
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EDUCATION/CERTIFICATION/FORMAL TRAINING:

- 1–3 years in fulfillment, order processing, supply chain, or program coordination
- Working knowledge of supply chain processes, order flow, and system interactions

SKILLS AND ABILITIES:

Effective verbal and written communication with internal cross-functional teams

Strong prioritization and independent task management

Confident resolving routine issues within established guidelines

Intermediate Excel skills (lookups, pivot tables preferred)

Ability to analyze simple trends and identify root causes for recurring issues

Ability to understand customer/program nuances and adjust workflows accordingly

Ability to make decisions in a fast-paced environment

SUPERVISORY DUTIES:

Not applicable

WORKING ENVIRONMENT:

Traditional work-week hours to be discussed with Manager. Be accessible during select weekends and evenings as opportunities arise.

ACKNOWLEDGEMENT

Employee Name- (Please Print)

Employee Signature

Date
