



Title	ONLINE FULFILLMENT SPECIALIST	Reports To	Online & Legal Services Manager
FLSA Status	Non-Exempt	Work Schedule	Full-time
Department	3CW – Online	Location	Sacramento, CA

JOB SUMMARY

The Online Fulfillment Specialist is responsible for fulfilling UCC filings, managing post-filing tasks and maintaining FCS' superior service standards while meeting deadlines. This position requires researching and navigating jurisdictional websites to gather necessary information. The Fulfillment Specialist plays a vital role in supporting, communicating and encouraging FCS' Vision, Mission and Guiding Principles.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Process UCC filings nationwide, electronically and manually.
- Review and compare UCC documents with jurisdictional requirements to mitigate discrepancies.
- Enter data into filing system and review of documents for accuracy.
- Research status of filing by searching county websites and follow up with vendors.
- Record customer interactions, such as, details of inquiries, complaints, comments and actions taken.
- Communicate with Sale Representatives and Client Services on system issues and client needs. Relay information between internal and external customers.
- Navigate state and county websites to search specific information for recording UCCs.
- Provide unparalleled quality customer service by maintaining a comprehensive understanding of client needs, FICOSO product lines and various Secretary of State and County Recording regulations regarding UCC statutes.
- Managing incoming phone lines and mail (incoming and outgoing USPS, FedEx and courier activities).
- Manage time and company resources appropriately.
- Serve as departmental coverage as needed AND other assignments as directed by Manager.
- Assist Manager with special projects and reports.

Knowledge, Skills and Abilities

- Ability to quickly learn and navigate proprietary systems.
- Ability to read and comprehend the Uniformed Commercial Code (RA9), Corporations Code and MARs rules.
- Ability to write manual checks and prepare overnight packages.
- Ability to scan, open certified and regular mail, sort and batch incoming process.
- Integrate information from multiple sources quickly and accurately.
- Work cross-functionally to resolve issues.
- High competence of computer applications including full Microsoft Suite and internet searching.

- Competent in PDF Studio Pro, Adobe Acrobat and a paperless work environment.
- Strong communication skills with reading, writing, speaking and command of the English language.
- Critical thinking with analytical and research skills.
- Capable of successfully collaborating with peers and management.
- Detailed, organized, time management, and multi-tasking skills.
- Ability to operate and navigate on a computer without supervision.
- Work effectively in a teamwork environment, in daily activities as well as address problems in unique situations.
- Online research skills.
- Possess fundamental mathematic skills.
- Demonstrated commitment to high professional ethical standards in a diverse workplace.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw conclusions.
- Ability to prepare business letters, proposals, summaries and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to continuously sit, stand or walk in an office environment.
- Ability to bend and lift up to 10 pounds.
- Average/ordinary visual acuity necessary to prepare or inspect documents or products and operate a computer.

REQUIRED QUALIFICATIONS

Includes Physical and Mental Requirements

Education

- Minimum Education: High School Diploma.
- Some college and/or degree preferred

Experience

- 2-4 years of customer service experience in any capacity.
- At least 2 years' experience working in a deadline driven environment with concentration on quality.
- Prior experience in risk management, compliance, UCC, public records, finance or legal industry preferred.

WORKING CONDITIONS

The worker is to work indoors and is not substantially exposed to adverse environmental conditions. Repetitive and continual typing motion is required.

May require occasional travel out of town by airplane or car to other cities for training, no more than 4 times a year.