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# Example of Appointment Coordinator Job Description

Our company is searching for experienced candidates for the position of appointment coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for appointment coordinator

* Coordinates with vendor for state renewals and maintains a compliance calendar to ensure state invoices are paid on time
* Manages the vendor relationship, including keeping abreast of communication relating to release and state regulation updates
* Proactively works to improve the end-to-end process and deliver better service to our agents and carrier partners
* Remains current with state licensing procedures, training requirements and appointment requirements
* Utilizes all internal/external tools including the appointment requisition slip, Misys, Chart Prep Queue, to determine documents needed for upcoming appointments
* The Appointment Coordinator is responsible for answering incoming calls from service customers looking to schedule service appointments for their vehicles
* This position also involves outbound calls to customers in database and responding to Internet and telephone customer inquiries
* Carrier communication
* Ensure accurate information with carriers
* Place outbound calls and set online sales appointments with business owners

## Qualifications for appointment coordinator

* Experience with WOMS, Ellipse, CRM desirable
* Efficient with Microsoft Excel and Outlook
* Knowledge of licensing and appointment laws across all 50 states and Washington DC
* Knowledge of National Producer Database (PDB) and state websites
* Solid written and oral communication skills, including a good phone presence
* Ability to work independently under pressure and multi-task in a fast paced, sales oriented environment