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# Example of Customer Account Coordinator Job Description

Our growing company is looking for a customer account coordinator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer account coordinator

* Run, analyze and explain order management reports
* Partnering with the adi golf sales team to support sales efforts and order conversion and strategic initiatives
* Coordinate and follow up conversion and release of account orders for processing to the Distribution Centre
* Technical and general problem solving relative to sales order tracking and execution (i.e., purchase orders, corrections, cancellations)
* Fill-in during leave periods for fellow Account Coordinators due to vacations, illnesses, when necessary
* Assist Customer Service Manager with system maintenance, special projects (as required.)
* Track and maintain orders ensuring accurate and timely delivery of products to accounts
* Other duties as assigned by Customer Service Manager
* Process and coordinate all Key Account orders received via E.D.I
* Technical and general follow-up relative to E.D.I

## Qualifications for customer account coordinator

* Freight forwarding and export experience preferred
* Knowledge of export terminology , compliance, and processes preferred
* Proficiency in Microsoft Applications, ( Excel, Word, Outlook) preferred
* Must be able to process transactions and orders accurately
* Some after- hours availability required
* Bachelor’s Degree preferred or a minimum of 10 years of customer service experience, High School diploma required