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# Example of Customer Account Coordinator Job Description

Our company is hiring 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

* Main contact person for the customer, either a Janssen Affiliate or an external Customer
* Review customer enquiries and orders, ensuring that technical and commercial evaluations of the customer’s enquiry or order and relevant specifications are covered
* Assists CAM in handling, controlling, and tracking of reprint work for assigned customers
* Prepares purchase requisitions for individual reprint jobs to ensure materials arrive in a timely fashion
* Review and analyze customer supplied data
* Manage the implementation timeline to ensure that all internal business partners and customer are aware of deadlines
* Work with customers to obtain initial customer contact list, fleet list, and billing profile preferences
* Execute the setup of the customer billing profile, customer contacts, and the installation of the customer fleet
* Facilitate customer access to Fleet Insight
* Provide customer support throughout the entire customer onboarding process

## Qualifications for customer account coordinator

* Ability to successfully interact in a team environment
* Ability to develop & foster customer relationships
* Accuracy in handling customer transactions
* Experience in Transportation, and household move services(preferred)
* Passion and urgency to take great care of internal/external customers
* Demonstrated ability to view problems, issues and needs from a customer's perspective