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# Example of Customer Coordinator Job Description

Our innovative and growing company is looking for a customer 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 customer coordinator

* Handle customer inquiries as it pertains to Service Center Support services and processes
* Process all Service Center Support requests for warranty, trade, and contract customers
* Primary point of contact for all Service Center customers
* Order entry and edit, purchase order reconciliation, possible credit verification, billing and scheduling
* Provide appropriate information to customers including pricing, turn-around time, blanket information and applicable discounts, Agilent repair terms and conditions in regards to entitlement for warranty and contract repairs
* Maintains Service Center databases to accurately reflect the status and location of customer units, loaners, and Express Exchanges products
* Consistently exceed customer expectations through sensitivity to customer needs and empathy with the customer’s situation to meet customer satisfaction goals as measured by ACS Survey
* Must meet all Field Service Center Coordinator measures
* Planning and Organizational skills for management of work processes
* Understanding of work order performance cycles in order to monitor actual service times and compare to projections

## Qualifications for customer coordinator

* Typically minimum of 1-3 years relevant experience for entry to this
* Location for this position is Gurgaon/ Manesar
* Understanding of DOT, OSHA, and all related safety regulations strongly preferred
* Three (3) years customer service experience, preferably with a homebuilder
* Must have strong Word, Excel and organizational skills
* Minimum 3 Years' experience in Direct Trade (Sales, Customer Marketing)