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# Example of Customer Coordinator Job Description

Our growing company is searching for experienced candidates for the position of customer coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer coordinator

* Assists with health & safety in school
* Primary point of contact for Vendor Standards manuals and related customer informational requests within assigned territory
* Manage the flow and storage of compliance-related information via DMS, databases, dedicated system drives, on line storage and applications, and other mediums
* Support 15-20 sales representatives in North America
* Process orders and provide efficient response and resolution to sales and customer related requests
* Provide superior customer service and support to internal and external business partners (e.g., sales consultants, sales operations and supply chain team members)
* Perform key customer-facing activities including order creation for loaner equipment in multiple operating systems, complex orders, billing, efficient/effective handling and resolution of escalated issues and inquiries, including sales order management activities supporting customer relationships within assigned business specialty area
* Research complex issues and inquiries, and fully investigate them to resolution, including following-up on open inquiries and escalating unresolved issues to the appropriate subject matter experts
* Manage warranty service requests via email or the Meritage website, verify close of escrow dates to ensure warranty requests are valid
* Receive and expedite calls from homeowners and vendors as appropriate

## Qualifications for customer coordinator

* A minimum of an Associates Degree in business administration or comparable experience
* Decisions/commitments regarding install dates must be confirmed by Regional Service Manager
* Decisions/commitments regarding delivery dates must be confirmed thru Logistics
* Decisions/commitments regarding training dates must be confirmed by Training
* Technical knowledge related to electrical power, compressed air, ventilation
* Knowledge in the area of shipping logistics