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# Example of Customer Coordinator Job Description

Our company is growing rapidly and is looking for a 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

* Prepare reports and track data for AVID survey responses and scores
* Assist, as required, with follow up calls to homeowners verifying completion of warranty repairs
* As required, participate in special projects relating to warranty events or focus groups
* Work to better understand general construction knowledge
* May accompany the Customer Service Manager on homeowner walk-throughs / orientations
* Provides accurate information to Distributors regarding the status of orders, availability, specifications and requested changes to specification in support of their sales activity
* Perform assigned duties related to Distributor Consignment order processing including monitoring Distributor inventory levels, consignment machine hour reading and tracking actual machine location by distributor branch
* Receives processes and coordinates all Distributor machine and attachment orders
* Maintain a level of knowledge of machine specifications, manufacturing procedures and marketing programs to be able to accurately guide distributors through the ordering process
* Ensures that correct prices and terms are applied to each machine and attachment invoice

## Qualifications for customer coordinator

* Experience working in a service environment preferred
* Appreciation of and interest in international cultures
* Creative problem solving & ability to remain calm under pressure
* Outgoing, fun, with a good sense of humor and positive attitude at all times
* Knowledge of ERP (SAP) Sales & Distribution Module
* Minimum of two (2) years’ related customer-focused experience required