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# Example of Order Coordinator Job Description

Our company is growing rapidly and is hiring for an order coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for order coordinator

* Manage change requests/notices in a timely manner, to achieve lead time certainty
* Support NCRs resolution and escalate when necessary
* Follow Escalation Policy to meet committed deadlines towards customers
* At least 2-3 years experience in Inside Sales an advantage
* Relevant experience in Customer Service Industry
* Communicates to Sales Management the need for priority on late productions and/or shortages
* Communicates receiving priorities to DC managers to expedite the flow of goods into the DC
* Works closely with Logistics and Foreign Sourcing to track inbound freight
* Provides daily assistance to Customer Service Reps in regards to order coverage issues on past due, present, and future orders
* Track order progression, communicate progress, and coordinate installation

## Qualifications for order coordinator

* Provide mentoring support to Provisioning Specialists 2 and 3
* Provide support to the Lead Provisioning Specialist and back up
* Some College or High school diploma
* Ability to see, define and resolve issues, with a balanced desire to tackle both tactical and root-cause issues is a plus
* Microsoft Office PC related skills required
* Attentiveness to detail is a must