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# Example of Order Management Representative Job Description

Our innovative and growing company is searching for experienced candidates for the position of order management representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for order management representative

* Generate reports (open order reports, late delivery analysis, metrics )
* Comply with H&S QA strategy
* Coordinating tasks
* Manage orders to completion and follow up with various departments
* Build/maintain active relationships with internal departments such as
* Work effectively with teams within our department and with other departments including Sales, IT, Service, toward the corporate goal of customer satisfaction
* Processing of all Direct and VAR Sales orders & Credit notes
* Issuing license keys for both internal software and Third party products
* Pre-registering and registering all new and existing customer information into our CRM database
* Working with finance to ensure Credit limits are allocated to new accounts

## Qualifications for order management representative

* Prior experience with customer face-to-face interaction either via consultant, sales, preferred
* Ability to balance multiple priorities and multiple client orders
* Customer Service oriented – outstanding communication and people skills
* Team oriented – actively promote a cooperative/positive team spirit and respect the diverse contributions of teams, partners and networks
* Must have knowledge of AES Filings and EAR Regulations
* Place UPS, SurePost, and USPS tracers if customer does not receive package timely