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# Example of Order Management Specialist Job Description

Our innovative and growing company is looking for an order management specialist. 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 specialist

* Manage the department on order for accuracy, order tracking, and order revisions for both brand and global purchase orders and update status to cross functional teams
* Work with the planning team to help react to selling and adjust purchase orders accordingly to drive sales and profitability
* Manage communication of changes and cancellations on purchase orders to sourcing/agent/vendor
* Maintain accuracy of purchase order ship dates and quantities through the training and monitoring of OMS team members
* Ensure accurate shipping dates of purchase orders by monitoring system generated reporting and production reporting
* Serve as a key source of communication and representation of OMS team to cross-functional partners and leadership of West Elm
* Help analyze and improve processes to consistently improve accuracy and efficiency of West Elm OMS Team
* Determine actions to overcome critical supply problems
* Manage special business processes
* Develop and provide KPI reports (incl

## Qualifications for order management specialist

* Responsive, driven, results-oriented nature with high energy level
* Demonstrated ability to own process, anticipate changing requirements and drive process improvement across organizations, experience developing process workflows and documentation
* Oracle or equivalent ERP system application experienced preferred
* Flexible, comfortable in an environment of constant change, adjusts quickly to changing priorities, remains open minded to new information and approaches, quickly learning and applying new concepts
* Process orders in the ERP/MRP system
* Communicate with the operations organization to clear up any missing information or inconsistencies on orders