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# Example of Workflow Coordinator Job Description

Our growing company is looking to fill the role of workflow coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for workflow coordinator

* Ensuring administrative duties including the recording of data pertaining to the work, recharging codes, type of document, document deadline and turnaround times and Operator/Designer details such as lateness and breaks
* Responsible for the proof reading and inspection of artwork, design and content
* Customer Service - Workflow Coordinators will interact with customer personnel and contract management to report on the status of various projects and distribute completed gists and translations
* Researches and interprets non-order cases received that should be reassigned to other areas within the organization (vendor forms, remittance, content)
* Other duties may be assigned as required based on business needs
* Real Time 24x7x365 monitoring of IT incident and request tickets to ensure accurate ticket assignment, and timely response and resolution to customer issues
* Real time monitoring of AIS Field Services resolvers for schedule adherence, availability and compliance
* Possesses and applies working knowledge of technology environment to ensure all open IT issues are being addressed and resolved quickly
* Analyzes a chain of events and applies technical and organizational knowledge following established procedures and/or detailed specifications
* Creates Reports and performs analysis which assists leadership with workforce management

## Qualifications for workflow coordinator

* 2+ years' experience in a financial services environment preferred, with above average performance, and demonstrated leadership abilities
* The Workflow Coordinator must understand Operations' and the department's service commitments and related measurements, for example the 2 hour turnaround processing goal
* Requires in depth knowledge of of the processes within the department high level understanding of the primary systems used in the department
* Must have strong time management and organizational skills with the ability to multitask and handle a heavy workload in order to be able to fulfill all the roles within the area
* A working knowledge of the interfaces that affect the department's workflow such as BPMS and Worklist is preferred
* Desire to learn and ability to become a subject matter expert on various policies and procedures