



Example of Commercial Operations Specialist Job Description

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Our company is looking for a commercial operations specialist. 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 commercial operations specialist

- Anticipate and manage workload by escalating to OF team or if necessary Manager to keep current workload requirements
- Processing orders on the Integrated Client (SAP or Siebel) system, ensuring proper configuration, sales quota management assignment, and appropriate order history as it pertains to the integrity of the order
- Acting as liaison between internal and external clients for the life of the order from quote to cash
- Participating and following through in the resolution of all collection issues relating to order processing within required timeframe
- Escalating issues appropriately and promptly to ensure optimum customer satisfaction
- Effectively setting priorities in order to meet commitments and established departmental goals
- Ensuring backlog is managed efficiently and completely
- Ensuring established processes are followed and maintains complete and accurate order files
- Supplying support and information to other departments within the Customer Fulfillment Center
- Daily communication with designated account managers on incomplete and/or inaccurate booking and change order requests

- Intermediate knowledge of US Tax Forms
- Basic understanding of year-end statements
- Manage correspondence and forms for staff, including drafting documents, procuring signatures with minimal guidance and direction
- Detail oriented – understands the importance of details and seeks to understand their impacts, takes methodical approach to task
- Excellent organizational, project management and time management skills, including multi-tasking and ability to prioritize and meet deadlines, follow up and attention to detail
- Experience with quotation and contract systems tools (such as MUST, eOM, Oracle, Cognos)