Example of Customer Coordinator Job Description

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Our company is looking for a customer coordinator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer coordinator

- Offers coffee or other refreshments to clients or visitors who are waiting
- Answers customer inquiries, as needed, or directs the inquiry to the person best able to answer
- Maintains employee and department directories
- Maintains a neat and clean reception area
- Oversees scheduling of the conference rooms
- Sets up meeting rooms with drinks and food as necessary
- Provides general administrative and clerical support to multiple business lines
- Prepares correspondence and documents
- Co-ordinates meetings and organizes catering
- Contribute to team efforts

Qualifications for customer coordinator

- One (1) year customer service, transportation sales, pickup and delivery administration or management, transportation dispatch or directly related experience required
- Knowledge of/experience in transportation, warehouse or distribution environment
- Knowledge of warehouse and/or software applications, routing and dispatch software applications preferred
- Understanding of DOT, OSHA, and all other related safety regulations

- Understands all applicable bank policies