



Example of Order Administrator Job Description

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Our company is growing rapidly and is looking to fill the role of order administrator. 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 order administrator

- Updates weekly and monthly reports for Booking and Backlog monitoring
- Enter and Update MRO (Standard) order/data/status in Business System
- Analyses, qualifies, and completes Change Order Requests for Commercial information
- Updates order date/status in Business System
- Coordinates with Factory personnel/ reps, Inside Sales and Customer Support Teams to monitor the status of orders, Booking and Shipment Holds
- Submits Request for System set-up
- Escalates Expedite Order Requests
- Generates and sends Order Acknowledgement to customer
- Notifies Customer of Promise Delivery Dates
- Provides Booking and Shipment Confirmation to Customers

Qualifications for order administrator

- Minimum 1 year relevant experience in customer service/service and/or order administration, customer facing (internal or external) IT or sales environment including close liaison with account managers and partners in a channel go to market model
- Detailed understanding of the functionality and operation of WMS and WCS, preferable but not essential
- Familiarity with any CRM (Customer Relationship Management) application

- Effective as an individual contributor Team Player