Our company is growing rapidly and is hiring for an order management specialist. 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 order management specialist

- Ensure follow thru on all instructions communicated on the order and by customer directly
- Ensure integrity of tables, files and systems used for processing billing and reports
- Produce metric reports regarding OM process
- Resolve all discrepancies including root cause analysis and preventative actions
- Review submitted contract and order forms for completeness, accuracy, and conformance to DocuSign sales order acceptance policies
- Administrative accuracy of customer PO’s – entering and verifying customer purchase orders
- Assist the customer service department to eliminate waste by continually looking for opportunities to automate administrative processes currently performed manually
- Compile information for maintaining and distributing daily, weekly and monthly reports
- Create/Maintain charts to track department metric
- Address Dealer/National Account/Customer contacts, focusing efforts on problem solving and implementation of resolutions

### Qualifications for order management specialist

Example of Order Management Specialist Job Description
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• Requires less than three years of professional experience where knowledge base is generally acquired from a college degree or equivalent courses
• Basic understanding of purchase order approval workflow and knowledge of supply chain operations, policies, and procedures
• The core competencies required to perform the duties of an Order Management Specialist include the ability to focus on details, technical learning, prioritization, communication, interpersonal and customer service skills
• Bachelor’s degree in a Business field preferred
• Background in CPG industry is strongly preferred
• Sound knowledge of EDI