



Example of Order Processing Job Description

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Our growing company is looking to fill the role of order processing. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for order processing

- Detail oriented, capable of following complex procedures which require tracking of pending items for timely follow-up, use of multiple systems, and an ability to troubleshoot one's own problems and determine necessary course of action(s) to resolve
- Finance and Accounting experience strongly desired
- Colocation, interconnection, and telecommunications knowledge a plus
- Performs special projects like launch execution where consolidation is required, , other duties and tasks as directed
- Manage the order book, ensuring it accurately reflects the orders outstanding
- May utilize and/or operate material moving equipment, carts
- Work overtime, weekends, and holiday, as work schedules require
- Maintain major or key account files according to established procedures
- Process all requests for return authorization labels and coordination with transportation for pickup
- Organize and oversee special projects, as required, which may or may not be order related

Qualifications for order processing

- Validating, processing and monitoring of all sales orders
- First point of contact, via telephone/ email
- Helping with warehouse duties once a week
- Ensuring proactive communication via Customer Associates resolving inquiries from internal OTC teams

- Ensure proactive communication to customer via Customer Associate for order issues