

Job Description

Business: ABD
Job Title: Order Management Team/ (Sales) Order Coordinator
Department: Operations
Reports To: Order Manager
Job Type: Hourly — Job Code BD0051

SUMMARY

Provides support services to Showroom Sales and Outside Account Managers to assure proper flow of paperwork, and that the order process and delivery process occurs as expected. Delivers customer service assistance as needed to assure customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Places calls to confirm delivery dates and order validity 48-72 hours prior to scheduled delivery of product.
- Researches issues and responds to phone calls regarding sales orders from customers, job superintendents, builders, and sales personnel prior to delivery. Schedules deliveries, checks availability of product, and communicates with sales person as necessary.
- Resolves customer service issues by research and communication with purchasing, warehouse, sales person, Order Manager, and customers.
- Processes all tickets requiring prepayment through accounting prior to delivery requiring the ability to maintain business relationships with both homeowners and builders.
- Enters quotes, sales orders, and credit orders from assigned salesperson in to system and inspects orders for model and pricing accuracy.
- Updates open order report of assigned sales personnel daily via outbound contact with customers.
- Proactively manages open order report to ensure accuracy of need dates, which in turn affects inventory productivity.
- Creates specification books for builders as requested by sales personnel by researching product specifications, product manuals, and internet information.
- Responsible for initiating “pre-inspection” process and scheduling for orders requiring custom installations. Strong knowledge of product application, building processes, and installation requirements is required.
- Participates in industry product training classes to ensure application knowledge is up to date.
- Prepare client reports as needed, requiring proficiency in Microsoft Office software (especially Word and Excel).
- Input information with a high degree of accuracy and speed.

- Utilize organizational tools such as Microsoft Outlook to ensure tasks are completed as promised.
- Ethics: Treats people with respect and keeps commitments. Inspires the trust of others. Works ethically and with integrity. Upholds organizational values.
- Diversity: Demonstrates knowledge of EEO policy. Shows respect and sensitivity to cultural differences. Educates others on the value of diversity. Promotes a harassment-free environment. Builds a diverse workforce.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One year certificate from a College or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Outstanding phone presence and customer service skills.

Microsoft Outlook; Excel; Word proficiency required.

LANGUAGE SKILLS

Ability to read and interpret documents such as product specifications, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Reviewed with associate by hiring manager:
