



## **Job Description**

Position: Operations Coordinator  
Department: Operations  
Reports To: DC Manager  
Revised: 4/19/07

### Position Purpose:

The operations coordinator responsibilities include phone duties, greeting visitors, and other clerical duties as directed by the Manager.

### Position Responsibilities:

1. Maintain a good working relationship with customers and warehouse personnel.
2. Report customer feedback to management, including any signs of customer dissatisfaction.
3. Act as a liaison between the warehouse and the customer service center.
4. Oversee all paperwork associated with orders and maintain the corresponding files.
5. Answer phone calls and operate various types of office machines and computers necessary to perform duties. Greet visitors and properly document the visit.
6. Effectively correspond with customers as required.
7. Participate in the training of new or less experienced office personnel, as requested. Keep the manager informed of his/her progress.
8. Follow and enforce all work rules outlined in the company policy manual.
9. Attend and participate in all monthly safety meetings.
10. Perform other duties and responsibilities as required or assigned by management.
11. Establish and follow through on a personal professional development program.

### Skills and Knowledge:

Must be high school graduate (or equivalent), courteous, professional and pleasant telephone manner. Detailed mathematical aptitude, effective communications, and organizational skills a must. Computer and problem solving skills are required. Ability to handle stress is a must.