

FLEX TECHNOLOGY GROUP

Order Coordinator Supervisor

MUST BE ABLE TO WORK MONDAY- FRIDAY 8AM-5PM EST. Candidate must be located In Indianapolis, New Haven, Cincinnati, Cleveland or Mesa, AZ.

An Order Coordinator Supervisor will be responsible for supervising the Order Coordinator team, managing day to day workflow and order coordination reports. Ensures the highest level of customer satisfaction and achieve the Flex Technology Group's Mission and Vision.

Essential Functions and Responsibilities

- Mentor and develop Order Coordinator team
- Procedure maintenance
- Develop best practices to manage implementations
- Onboard new employees
- Monitor team email groups
- Support ITT Liaison group
- Inventory variance reports for OC warehouses
- Plan/Hold team meetings with Order Coordinator Manager
- Conduct 1:1 meeting with OC1 team along with Order Coordinator Manager
- Collaborate with team to maintain daily standards of performance
- Back up for overflow of deals
- Back up for Order Coordinator Manager
- Sales log maintenance
- Ensure all sales orders are fulfilled for month end
- Assign deals as approved from Order Coordinator 2 team
- Monitor rep request ticket queue
- Adjust rep request assignments as needed
- Assist with automation projects
- Manage time off request and timecard approvals

Qualifications and Experience

- High school graduate
- 3+ years in order coordination and implementation is required
- 1+ years' experience training and developing employees
- Strong ability to adjust processes to suit best practices with little direction
- Strong decision-making skills
- Experience with negotiating with 3rd party vendors is preferable
- Beginner to intermediate level experience in Microsoft Word, Excel & Outlook
- Strong customer service skills and experience
- Good working understanding of basic mathematical calculations
- Strong attention to detail and ability to understand process dependencies and relationships
- Strong time management and organizational skills
- Desire to learn, grow, and develop
- Strong problem solving, decision-making abilities
- Ability to prioritize, manage, and organize workload in a fast-paced environment
- Strong written and oral communication skills
- Exceptional interpersonal skills
- Reliable, personal transportation

Supervisory Responsibilities

This position has supervisory responsibilities