

Sales Order Coordinator (Remote)

We are currently seeking a Sales Order Coordinator to join our support team! The primary function of the Sales Order Coordinator is to ensure a smooth order processing experience, including order accuracy and efficiency. This individual will function as the liaison between sales representatives and suppliers during the entire order processing life cycle and will report to the Sales Support Manager.

Essential Functions

- Review orders, verify details, facilitate order proofing, track statuses, and ensure orders are shipped and arrive as scheduled
- Effectively collaborate with sales representatives and suppliers on a regular basis to ensure smooth order coordination and fulfillment
- Effectively collaborate with immediate team members, supervisor, and other departments on a regular basis to answer general questions, resolve issues, and ensure accurate client billing
- Properly document all supplier fulfillment discrepancies
- Run weekly open-order report and close outstanding orders; Attend weekly order update calls
- Assist with new hire training

Job Specifications

- Minimum 1 year experience in a customer service-oriented role
- High school diploma or equivalent
- Strong customer service skills and adaptability to different personality types a must
- Quick learner, with strong organizational and time management skills, as well as attention to detail
- Ability to effectively communicate with others both written and verbally
- Intermediate computer skills and knowledge of Microsoft Office programs (incl. Outlook, Word, Excel)
- Must be Windows PC proficient
- Knowledge of Salesforce preferred
- Knowledge of project management software such as TeamWorks a plus
- Ability to work in a fast-paced constantly changing environment and meet tight deadlines
- Call center experience a plus!

Other Specifications

- Work schedule for this position is Mon – Fri, 8:30 AM – 5:30 PM CST

- Position can report to Austin office (post-COVID) or be fully remote

Benefits & Perks

- Medical, dental and vision insurance
- Paid vacation, sick, and personal time
- 401(k) with matching
- Discounted gym membership
- Community involvement and volunteering opportunities
- An abundance of cool SWAG

About Boundless

Boundless is the first promotional marketing company to bring together the people, the process, and a unique technology platform to drive results with visibility and control. We unlock the creativity and collaboration in organizations, sparking lasting connections with the people they care about. The company works with over 10,000 buyers representing upwards of 3,000 companies. Headquartered in Austin, Texas, Boundless has locations throughout North America. For more information, visit www.boundlessnetwork.com.

At Boundless we welcome all applicants regardless of gender identity or expression, sexual orientation, race, religion, age, national origin, citizenship, pregnancy status, veteran status, or any other differences.