

Job Title: Logistics & Accounting Coordinator

Position Overview

We are seeking an organized, detail-oriented, customer-focused Logistic & Accounting Coordinator. This position is responsible for providing exceptional service and support to customers while assisting with daily administrative, shipping, purchasing, and accounting functions. This position serves as an important point of contact between customers, sales, operations, vendors, and internal departments to ensure orders are processed accurately and efficiently.

Responsibilities

Customer Service & Order Management

- Serve as a primary point of contact for customers regarding orders, product availability, shipping, and general inquiries.
- Respond to customer questions and requests by phone, email, and other communication methods in a timely and professional manner.
- Enter, process, and maintain customer orders accurately in the company's ERP/accounting system.
- Monitor order status and communicate updates, delays, or changes to customers and internal departments.
- Assist with resolving customer concerns, discrepancies, returns, and other order-related issues.
- Maintain accurate customer records and documentation.
- Coordinate with sales, operations, warehouse, and other departments to ensure customer needs are met.

Shipping & Logistics

- Prepare and process shipping documentation, packing slips, labels, and related paperwork.
- Coordinate domestic and, when applicable, international shipments with carriers and customers.
- Schedule freight and parcel shipments and communicate shipping requirements to appropriate personnel.
- Track shipments and provide customers with updates as needed.
- Assist with resolving shipping discrepancies, damages, shortages, and delivery issues.
- Coordinate with the warehouse to ensure orders are properly prepared and shipped.

Purchasing

- Assist with purchasing materials, supplies, products, and other items as needed.
- Prepare and process purchase orders.
- Monitor purchase orders and follow up with vendors regarding order status and delivery dates.
- Maintain accurate vendor information and purchasing records.
- Assist in monitoring inventory levels and identifying purchasing needs.
- Communicate anticipated shortages or delays to appropriate departments.

Accounting & Administrative Support

- Assist with accounts payable and accounts receivable functions.
- Assist with invoice matching and resolving discrepancies between purchase orders, receipts, and vendor invoices.
- Prepare customer invoices and assist with account-related questions when needed.

Key Qualifications

- Accounting, purchasing, and logistics experience preferred
- Knowledge of AP/AR, invoicing, and basic reconciliations
- Experience with shipping, inventory, and order coordination
- Proficient in Microsoft Office, especially Excel
- Strong organizational and attention-to-detail skills
- Excellent communication and problem-solving abilities
- Ability to manage multiple priorities in a fast-paced environment