

# Job Description-Operations Coordinator

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## Scope of Position

The Operations Coordinator will report to the Director of Operations, but will also work with various department heads to assist with the coordination of day-to-day operations. The OC's main responsibility will be third party rebates and commission reporting, reconciliation, employee payout and maintenance. Additional duties will be to assist with internal communication as it relates to policies, procedures, marketing, sponsorships as well as general office duties.

## 1. Qualifications

- High School diploma required; some college preferred
- 3+ years experience in office environment, customer service and work in a retail setting
- Strong analytical ability with exceptional attention to detail
- Problem solving skills with a drive to achieve results
- Excellent communication skills (oral and written) and the ability to work collaboratively with cross-functional groups to meet common goals and deadlines
- Experience with POS system Retail IQ and Excel Proficiency preferred

## 2. Responsibilities (may include but are not limited to):

- Process monthly commissions and rebates ensuring accounts sold get paid out appropriately
- Run reports to determine accuracy of CCW statements and payouts
- Dispute incorrect, unpaid or denied commissions or rebates; see disputes through to reconciliation
- Communicate with leadership denials and disputes
- Ensure commissions being paid out coincide with reflected rate plans, products and features
- Ensure third party payments to CCW are accurate and timely
- Assist Advertising and Marketing with planning and coordination of events as well as ordering and distribution of items necessary for retail stores, branding and events
- Miscellaneous office duties as assigned by manager

## JOB DESCRIPTION APPROVAL

## POSITION: Operations Coordinator

I have reviewed and understand the above Job Description and agree to fulfill each responsibility to the best of my ability. I understand this job description can change at any time.

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**Operations Coordinator**

**Date**

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**Manager**

**Date**