



JOB DESCRIPTION FORM – Lead Order Management Coordinator

Department Description

Cambium Networks designs and markets a range of advanced OFDM and MIMO based point to point and point to multi point Ethernet radios/RF solutions in both unlicensed and licensed bands. Customers include tier 2 and 3 telephony operators, wireless internet service providers, enterprises such as utilities, and federal, state, and local governments. Cambium’s supply chain consists of OEM, ODM and EMS solutions while fulfillment takes place through regional distribution centers via channel partners to the end customer.

The primary objective of the Supply Operations team is to ensure that the Cambium Networks supply chain is focused on supporting the needs of the business; through the timely delivery of high quality and cost effective products from a competitive supply base. Positioning inventory throughout the supply chain while ensuring excess and obsolescence is minimized is a core objective.

Scope of Responsibilities & Position Expectations

The Lead Order Management Coordinator is responsible for managing and supporting several business areas within Order Management:

Order Management - The Lead OMC has responsibility for managing customer order activity through the order fulfillment cycle. Responds to customer inquiries by researching status for shipments, past dues and expedites. The position requires excellent verbal and written communication skills, and requires independent analysis, decision-making skills and using prior experience and knowledge of company policies and procedures to resolve non-standard problems.

The Lead OMC has a significant impact to the financial management of Cambium revenue stream. The individual is required to work with various departments and levels of management to resolve customer issues. The Sr. OMC will demonstrate expertise in problem solving, bringing new ideas and creative solutions to existing processes and issues. This individual will act as a mentor by providing leadership and expertise within the department. The Sr. OMC will also serve as an escalation point to assist in resolving issues with orders.

Project Management – the Lead OMC will be the primary OMC responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals.

Training - the Lead OMC will have strong interpersonal and verbal skills. In addition, the individual must have a good understanding of how all Cambium departments function, together with special competence in the particular areas of Order Management and Supply Chain. This individual will act as a mentor by providing leadership and expertise within the department.



The individual will be the primary OMC liaison with other departments within the company (such as PLM, demand management and the distribution centers) to support the customer priority based on changes in supply, product availability or changing customer requirements.

Knowledge/ Skill Requirement

- Bachelor's degree and/or over 5 years order management experience.
- NetSuite proficiency required.
- Strong Customer Service background required, preferably in Supply Chain.
- Experience in shipping freight, small package both domestic and international-
LAND,AIR,SEA.
- Experience in using transportation websites: UPS, FedEx, DHL.
- A wide and detailed understanding of Order Fulfillment processes and procedures.
- Excellent interpersonal and communications skills. Able to construct effective communications in writing.
- Project Management experience preferred.
- Strong focus on detail and accuracy, proactive.
- Excellent problem-solving ability.
- Strong knowledge of Excel.