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# Example of Advocate, Customer Job Description

Our company is growing rapidly and is hiring for an advocate, customer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for advocate, customer

* Fields calls as a Virtual Receptionist for attorneys
* Acts as the face of the company by interacting with both our clients callers who need legal services
* This is a Full-Time position working from 12pm to 8pm
* Fields phone calls for High Performance Marketing
* Walk customers through the process of submitting an order through the self-service portal
* Answer inquiries regarding customers' accounts
* Key punch supplier and sample withdrawals
* Electronic imaging
* Research shortage and miss shipped claims
* Process/enter orders and pick-ups

## Qualifications for advocate, customer

* Receive and respond to telephone and/or written inquiries
* Receive and process information to determine needs/wants from customer
* Determine appropriate action to be taken to resolve questions/issues
* Assist callers to understand processes, procedures, or tools/systems
* Analyze inquiries to anticipate and determine inquirer’s needs and next action to be taken to respond in a prompt and accurate manner
* Research and coordinate resolution of issue