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# Example of Advocate, Customer Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of advocate, customer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for advocate, customer

* Initiate the consumer auto finance process with customers who have applied for an auto loan
* Assist customers with requirements that prevent the process from moving forward
* Provide information to customers about products and processes
* Understand lending partner programs and coordinate with underwriters
* Determine customer frustration points and areas for enhanced processes
* Share inefficiencies with manager and recommendations for new solutions
* Available for Saturday shifts and may require additional shifts as needed
* Effectively solve customer inquiries via phone, email, and social media
* Hold a high bar for customer service when owning customer interactions
* Estimated time of arrival requests for inventory and shipment detail

## Qualifications for advocate, customer

* Must be Microsoft literate
* Must have the ability to understand and support multiple products and processes associated with those products
* Minimum of 5 years in Customer Service experience
* Experience with conflict management and resolution a plus
* Liaise between DHS Components and Project teams to ensure transparency on CDM capabilities and RFS project schedules
* Proactively communicate CDM Program activities to DHS and Components over the life of the program