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# Example of Associate, Customer Service Job Description

Our company is looking to fill the role of associate, customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for associate, customer service

* Make 30 outbound calls to customers internationally regarding their orders
* Enter customer orders into EPICORE
* Enter invoices to be sent to customers
* Administrative support to management
* Handle customer questions and complaints
* Responsible for activating new customers
* Must be able to achieve a call quota & complete reports!
* Providing daily phone support which includes fielding calls for order placement, order changes, return authorizations, delivery status, warranty questions, and more
* Helping to maintain and increase sales by proactively returning customer calls
* Collaborating and working with various teams to ensure accurate and efficient order flow

## Qualifications for associate, customer service

* Must be available to attend after hours training as needed
* Will be required to lift and carry teller cash box or teller coin bags weighing about 15 pounds
* At least 3 months of work experience (any environment)
* Proficient in Microsoft Office Suite (Excel, Outlook, Word)
* Must possess a high energy and a sense of urgency
* Must demonstrate a high level of responsiveness in communicating with other members of the IT team and other internal constituents using all forms of communication