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# Example of Center Associate Job Description

Our growing company is looking to fill the role of center associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for center associate

* Ensure follow-up with our customers
* Ensure compliance of technicians with work procedures
* Refer special cases to the right stakeholders
* Analyse tasks coded by technicians
* Verbal and written communications with the various internal and external stakeholders
* Contact customers to keep them informed of the case and make new appointment if necessary
* Evaluate the workload (validation of volume vs
* Ensure that customer appointments and 24-hour periods are respected
* Ensure that specific tasks are assigned to the technicians with the right skills
* Ensure that technician profiles are kept up to date

## Qualifications for center associate

* Must be able to effectively and professionally communicate verbally, in face to face meetings and over the telephone
* May perform other duties as assigned by Leadership
* Minimal travel may be required including overnight stays
* 2 years distribution center experience preferred
* Positive team-player with ability to take direction and feedback
* Self-starter with ability to learn new order processing technologies