Downloaded from <https://www.velvetjobs.com/job-descriptions/corporate-service>

# Example of Corporate Service Job Description

Our company is growing rapidly and is hiring for a corporate service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for corporate service

* Evaluate and address business and system implications including system data integrity
* Becoming a know-it-all of the ins and outs of our suite of applications
* Responding to customer inquiries via e-mail and telephone
* Troubleshooting technical and equipment related issues
* Testing and championing new developments, products, features, initiatives
* Creating support material such as instructional documents and training videos
* Respond in a timely and efficient manner to all incoming inquiries and correspondence, both internal and external, relative to Corporate Accounts from both reps and distributors relative to terms, pricing, product information, stock availability, routing, product delivery, UPC codes, case-packing/ticketing/hanging requirements or any other agreed upon specialty services, handling and/or compliance guidelines
* Work cross-functionally with internal partners
* Provide assistance and follow-up on a continual basis to the Customer Service Manager, Corporate Account Sales Managers, Product Line Managers, DistributionFacility, and Logistics in any matters relative to Corporate Accounts
* Creates a selling environment whenever possible in the call center

## Qualifications for corporate service

* Strong project management skills analysis, planning, reporting & escalation
* Ability to identify, evaluate, and recommend processes, systems and procedures that are cost effective and meet user requirements
* Comfortable managing projects/research on tight timelines & with limited resources
* Ability to understand and document clear and accurate detailed processes, standards and requirements
* Ability to comprehend and resolve complex customer service issues
* Work well to strict deadlines