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# Example of Customer Advisor Job Description

Our company is searching for experienced candidates for the position of customer advisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer advisor

* Owning your own development although knowledge and skills training will be provided
* Instigate the internal process for payment of all GSOP payments to customers for all owned resolutions
* Assist with administration for the Customer Team tasks
* Review and answer Customer contacts to ensure our Business KPIs are met
* Develop external customer communications for projects, issuing project updates for various media methods and outputs
* Log all new enquiries and complaints on to the One-Touch CRM system in real time
* Instigate the internal process for payment of goodwill gestures to Customers for all owned resolutions within agreed timeframes
* Manage daily updates and feedback to keep your line manager appraised of all workflows within your responsibility
* Demonstrate awareness of the business process
* Follow all guidelines and policies for Shared Services Center (SSC) employees, both general policies and those specific to customer service activities

## Qualifications for customer advisor

* Ability to use a computer quickly, accurately and be comfortable with Excel/Word
* Flexible attitude towards change
* Annual performance related bonus and pay review
* Ability to analyse information
* Demonstrable awareness of the business processes
* Be educated to GCSE level (or equivalent) at grade C or above in Maths and English (essential)