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# Example of Customer Advocacy Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer advocacy. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer advocacy

* Foster a culture of accountability, trust, recognition and results among staff at all levels consistent with the short and long-term objectives of the organization
* Evaluates product risk and potential safety issues
* Assesses serious injuries, malfunctions and drug interactions in support of regulatory agency product surveillance reporting
* Ensures that product safety and performance analyses are data driven and scientifically sound
* Manages the worldwide complaint organization, including product safety reports for marketed products
* Communicates product safety and performance issues to management and appropriate individuals
* Recommends appropriate actions
* Ensures personal and company compliance with all local government and company regulations, policies and procedures for health, safety and environment
* Ensures conformance to company safety, quality procedures
* Working knowledge of product risk management including FMEA methodology for both pre-market development activities and post market safety surveillance activities

## Qualifications for customer advocacy

* Effective communications skills including facilitation, consultation, negotiation, persuasion and presentations
* Strong team player who partners well with others, able to balance both external input with customer needs to reach the right outcome
* Previous completion of at least three transactional related projects in a non-academic setting, with demonstrated success and financial results
* High-level of communication skills across a broad technical and non-technical audience
* Collaborate with specialized units within BMO including experts in legal, media, privacy and compliance to develop integrated, customer focused solutions
* Build and foster strong relationships with BMO partners and leaders within branches, divisions, headquarters and the Customer Contact Centre