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# Example of Customer Advocacy Job Description

Our company is hiring for a customer advocacy. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer advocacy

* Coaches and guides technical staff
* Investigates and processes product complaints while maintaining compliance to all regulations
* Investigation and documentation of field clinical events and follow-up with Sales Representatives
* Accountable for compliance with all Food & Drug Administration (FDA), European Union Medical Device Directives (MDD) and other regulations governing adverse event reports such as Medical Device Reports (MDR), Medical Device Vigilance (MDV) and other reports
* Under the direction of Department management, is an active participant during internal and external audits
* Document technical operating procedures for system training and user certification
* Together with Supervisor/Manager plan and implement short-term and long-term projects
* Performs planned, periodic audits of Coordinators’ and Analysts’ work to ensure compliance to departmental procedures and all applicable government regulations
* Documents audit results in written audit reports that are distributed and reviewed by department management
* Work requires a broad knowledge of Cordis products and clinical applications of such products

## Qualifications for customer advocacy

* Provide expert guidance and advice to branch managers and divisional leadership to ensure the consistent and fair resolution of customer complaints
* BA/BS degree in business, analytics, statistics, market research, or information technology preferred
* 3 years of experience in compliance, audit, or regulatory examinations
* Effective listening skills are critical
* Experience with Customer interaction/feedback processes
* Bachelors Degree • Experience with Customer interaction/feedback processes