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# Example of Customer Care Associate Job Description

Our company is growing rapidly and is looking for a customer care 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 customer care associate

* Educate customers on products and help customers to be successful
* Identify and evaluate opportunities to increase customer retention and satisfaction through the use of up-sell and cross-sell of products and services
* Successfully performs against department scorecard metrics including Quality Assurance, Average Handle Time, and Customer Satisfaction Rating
* Comply with all company site policies and procedures
* Delivering an optimal customer experience through telephone interactions
* Building customer loyalty by providing high quality customer service
* Providing technical assistance to customers
* Providing sales and marketing support with projects
* Conducting surveys/soft sell products to inbound callers
* Call patients in order to obtain a medical history

## Qualifications for customer care associate

* 0-1+ years of experience in customer service environment that directly aligns with the specific responsibilities for this position
* Candidates must have at least six (6) months of customer service experience, whether it's in retail, food service industry
* Working knowledge of Microsoft Office applications (Word, Excel, ) and Lotus Notes preferred
* Communicate customer requirements (schedule, forecast, ) to planning and purchasing team
* Key contact point with customer to obtain necessary export compliance information, letters of credit, end use certificates, as required
* Ensure work area is maintained in a clean and professional environment