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# Example of Customer Care Executive Job Description

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

## Responsibilities for customer care executive

* Provide Vendor and Purchase Order management as needed
* Provide Backup to the Executive Assistants as needed to cover vacations
* Work with customers to help facilitate new product installation and its community, classroom or campus launch
* Record all customer activities in the company CRM ensuring effective use of internal key support tools to record important customer events or conversations
* Modify and submit sales quotations as directed by the Sales Engineers
* Strong individual who can work independently and within a team to deliver results
* Proficient in communication, written & spoken English with good writing skills
* Handling of escalated complaints and issues
* Service training to foster customer-centricity and effective customer handling
* Assist with projects to drive service culture and mindset

## Qualifications for customer care executive

* Minimum 3 years of experience serving corporate banking customers
* Knowledge in Finacle system will be a plus
* Experience and passion in customer care operations – written and voice (1 to 2 years of experience preferred)
* Hands-on working knowledge of sales and customer service functionality in a call center environment
* A Diploma or Bachelor’s degree with at least 2 years of industry experience in Customer Care Support and Customer Experience
* Experience in digital and social marketing is a plus