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# Example of Customer Care Professional Job Description

Our innovative and growing company is hiring for a customer care professional. 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 professional

* Provide world class Service to French card members, driving spend, loyalty and engagement, deepening the customer relationship on every call
* Assist customers with their transactions accurately and efficiently
* Ability to identify the unspoken needs of the customer
* Seeks out opportunity and options of what "can be" done for our customer
* Contributes to long- and short-term organizational goals of engaging members and FR productivity through the identification of service, support and retention opportunities
* Ensuring clients are re-educated where necessary regarding use of @work and Billing Support Files and BTA (Business Travel Account) On line
* Maintain and build excellent working relationships with our Corporate Clients, GCP (Global Card Payments) partners and Technologies groups
* Acts as the primary liaison with customer in solving problems related to the application process and service
* Educates and informs the customer by telephone, written correspondence and/or claims system about the documentation required to process a claim, required time frames, payment information and claim status
* Perform repetitive tasks while maintaining targeted productivity levels, handling times, and accuracy and net promoter scores

## Qualifications for customer care professional

* The ability to really talk with—and listen to—our customers, like an expert
* Competitive base pay plus incentives
* Fun, fast-paced environment
* Resolving product or service inquiries by asking probing questions, determining the cause of the issue
* Minimum of 3-5 years of customer service experience with a passion for building customer loyalty through exceptional listening, relationship building, and strong written and verbal communication
* Drives improvements and solutions