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# Example of Customer Care Professional Job Description

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

* Operate all processes within pre-determined compliance and control requirements, perform bulk transactions within in SLA
* Receives calls and review correspondence from homeowners
* Verifies completion of subcontractor workmanship and communications completion to office staff
* Building strong relationships between travel agents, client account managers, senior leadership and clients directly to ensure consistency and clarity on data and payment processes
* High levels of professionalism and customer service
* Allocation of incoming payments against a portfolio of Business Travel Accounts
* Investigate and problem solve to clear payment discrepancies
* Maintain Regular contact with key stakeholders
* Manage customer contacts in a prompt, efficient manner providing correct, thorough responses to needs and requests
* Receive incoming orders from clients over the telephone, making sure requests are accurate and complete

## Qualifications for customer care professional

* Applicable language requirements based on market
* Experience dealing with Australian customers strongly preferred
* Willingness to work to shifts between 0700 – 1500 Monday to Friday
* It would be an advantage to speak more than one Nordic language (Swedish, Danish or Finnish)
* One year in a call centre environment and performing at a minimum overall 02 rating (meeting expectations) on most recent PMP
* Perform outbound telephone calls to Corporate clients, primarily interacting with Program Administrators and Accounts Payable contacts