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# Example of Customer Care Professional Job Description

Our growing company is looking to fill the role of customer care professional. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer care professional

* Respecting confidentiality with regards to all customer DATA
* Being flexible in adhering to different shifts in call centre
* A full range of client servicing over telephone and e-mail correspondence
* Your role requires you to take ownership of the call and resolve the inquiry to customer’s expectations to deepen the relationship and achieve highest level of customer satisfaction
* Deliver extraordinary service by responding to questions concerning administrative accounts at corporation level
* Assess mood, inquiry & profile of the PA and consult to share relevant messages and offers
* Understand the criticality & sensitivity of given responsibility as servicing involves high level executive officers of client organizations
* Contribute to a positive team environment by acknowledging others’ contributions and celebrating their success
* Should be able to provide alternatives and apply superior Service No call handling skills to ensure best possible solutions and FCR to customers
* Build rapport quickly with customers/clients and put them at ease

## Qualifications for customer care professional

* Positive attitude and ability to work in a dynamic team within a multi-functional department
* Proven ability to negotiate / influence in an outbound telephone centre environment
* Experience interacting directly with clients/Program Administrators/Accounts Payable Departments
* Diplomatic, Problem–solving and analytical skills
* Knowledge of Desktop+ and mainframe systems
* Knowledge of @Work is an advantage