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# Example of Customer Consultant Job Description

Our innovative and growing company is looking to fill the role of customer consultant. 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 consultant

* Utilize CRM systems to log and track all communications and activities
* Apply company values to maintain team goals, contribute to a collaborative environment and to meet all service levels
* Complaint handling is a critical function from a regulatory, litigation, and reputational perspective, and is often a last chance to demonstrate that the Company is truly customer centric
* Must inform other areas of potential issues, as needed, throughout the process (Field Relations, Field Investigations, Corporate Audit, Sales Material Review, Product areas)
* Provides a second tier of customer support, responding to escalated customer service calls in a timely and accurate manner with a high level of empathy, professionalism and respect
* Helping customers develop more personalized interactions across all digital channels and relevant, satisfying, valued customer experiences in customer digital journeys
* Scoping, defining work effort and estimating cost on the delivery aspects of the phase/project
* Receive and process data relating to customer activation, transfer, billing, payments, correspondence
* Provide Specialist support to client
* Manage billing and payments activities, including system work queues, exceptions and reporting in accordance with Service Level Agreements

## Qualifications for customer consultant

* Industry Expertise (3-5 years)
* Proven Process Mapping Skills and Analytical Competencies
* Strong Verbal, Presentation & Written Skills
* Ability to effectively communicate to a variety of audiences from C-levels to sales team members
* Results Oriented with Proven Ability to Multitask & Prioritize
* Ability to drive Cross Functional communication to meet customer’s needs