Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-operations-specialist>

# Example of Customer Operations Specialist Job Description

Our company is growing rapidly and is looking for a customer operations specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer operations specialist

* Proactively look for ways to improve our service and to better serve our customer
* Release customer orders and change requests (pooling, resourcing, shipment origin change request, etc) to ensure shipment within 48 hours of receipt
* Provide day to day management of customers’ accounts to ensure that a professional and interactive relationship is developed and maintained
* Ensure proactive steps are taken to optimize sales plans, maintain target inventory and meet other metric goals
* Proactively monitor and analyze sales forecast to identify gaps between supply and demand
* Maintain Contract pricing and direct quotes where applicable
* Collaborate closely with internal partners for operational efficiency
* Be the focal point for customer related issues /escalations
* Identify and strive for continuous improvement including the establishment of global best practices for customer support
* Remain knowledgeable about all organizations products and services to support sales efforts

## Qualifications for customer operations specialist

* Meet or exceed customer specific SLA’s (Service Level Agreements)
* Tracking of all time spent on support cases
* Contribute knowledge base articles for team members to benefit from
* Adhere to the Escalation procedures, ensuring internal and customers SLA’s are met at all times
* Monitor production systems, networks and applications escalating issues to the appropriate channel as required
* Administer general integration code support to internal and external customers