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# Example of Customer Relations Coordinator Job Description

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

## Responsibilities for customer relations coordinator

* Other duties as assigned when approved by management upon determination of skill-set requirement
* Support Customer Relations team with in-person, email and phone surveys
* Conducts weekly staff meetings for the CRS staff
* Manages phone bay and in person customer interaction
* Applies technologically advanced skills to utilize T2 permit management system to configure each process to insure efficiency
* Works with PTS Marketing division to design permits
* Coordinates and supervises subordinates in CRS area
* Oversees Flex training program for staff
* Annually reviews and updates standard operating procedures related to CRS
* Reviews cash handling audits

## Qualifications for customer relations coordinator

* Assists the CRS Manager in the management of parking services database programs (Flex, FlexPort)
* Provides information to the CRS Manager on operating costs, and budget planning
* Oversees daily operations and coordinates program activities involving CRS
* Participates in or leads team-based special projects
* Develops programs to meet the parking permit needs of special affiliated groups on campus
* Coordinates preparation of Fee Collectors’ bag, signs off on Revenue Log reconciliation, communicate findings to Special Event Coordinator