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# Example of Customer Relations Executive Job Description

Our company is hiring for a customer relations executive. 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 relations executive

* Participate in workforce management
* Track orders for on-time delivery and resolve customer issues
* Carry out ad-hoc duties as assigned by CRD Management team
* Working to department targets (each complaint responded to with 24-48 hours)
* Handle customer complaints, enquiries and feedback via e-mail, chat or phone
* Take judgement calls and manage customer queries and complaints
* Go the extra mile to achieve customer delight
* Ensures all sensitive complaints are accurately reviewed and investigated prior to responding in a timely and professional manner, and that information is properly updated with the appropriate regulator
* Supports LOB transformation initiatives by building-out the Customer Care/Complaints Program, operational processes, tracking and reporting processes
* Works with product and technology to define any requirements to build any new functionality or platforms required to manage and track complaints

## Qualifications for customer relations executive

* Possesses a Diploma or Degree in any academic discipline
* Has 2 to 3 years of customer service or sales support experience
* Good communication skills, both written and oral, in the English, Chinese and Bahasa Malaysia languages
* A dynamic team player, with strong persuasive and interpersonal skills
* Diligent and trustworthy, with good initiative and enthusiasm
* Previous or current relevant customer service leadership role experience