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# Example of Customer Relations Executive Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer relations executive. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer relations executive

* Organizes weekly and daily activities for addressing consumer complaints, including reviewing root cause analysis and remediation activities
* Ensure timely and accurate customer and regulator responses that require cross-functional support, additional information, or in-depth work to resolve
* Reviews all sensitive complaints to ensure material is accurate and timely
* Monitors the CFPB portal daily and for investigation all new complaints and uploading completed responses
* Reviews all escalation activities including loan agents, loan coordinators/schedulers, and loan service providers
* Review and edit all procedures and team training associated with complaint management to ensure compliance
* Creates complaint response reports, including complaint reasons, root causes, cycle time, and responsiveness
* Ensure timely and accurate customer and regulatory responses that require cross-functional support, additional information, or in-depth work to resolve
* Provides compliant and de-escalation training to vendors and representatives as necessary
* May be required to assist client services during high volume or emergency situations

## Qualifications for customer relations executive

* At least 3 years of relevant experience in Sales Administration/ Customer Service/ Order Fulfillment related position
* Prior working experience from the telco industry will be a added advantage
* Positive attitude with customer service mindset, ability to work in a team and positive attitude
* Prioritize and handle multiple tasks, often within short periods of time with frequent interruptions and considerable pressure due to immediate deadlines
* University degree (related to English, Chinese or Translation an advantage)
* Experience in the customer relations field is a significant advantage