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# Example of Customer Relations Representative Job Description

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

## Responsibilities for customer relations representative

* Evaluates customer or dealer requests for assistance on Yamaha products
* Performs various administrative tasks or special assignments within the department as needed
* Assure retention of diplomates through 1 month, 3 month and 6 month recertification reminder notices
* Handle customer complaints and escalation requests related to administration errors and requests for change in equipment and service product orders
* Follow up with customers on resolution of issues until satisfaction is reached (measured via satisfaction KPI’s)
* Lead all customer relations activities by example and use your natural ability to influence others towards a desired outcome
* Update sales and service administrative documentation (price lists, product definition, key account, pick, league table) as required in collaboration with North America Brand Manager, and North America Service Manager
* Update and publish administrative information to the business
* Process critical sales orders for equipment, service work and parts
* Monitor and manage unprocessed service calls to ensure maximization of invoicing for each week

## Qualifications for customer relations representative

* Experience in the Powersports industry is strongly preferred
* Another relevant (European) language preferred
* Build appropriate rapport with customers
* Patiently and attentively listen to client needs
* This position may require frequent traveel
* Monitor and manage rentals, loans and refurbishments via the equipment inventory portal