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# Example of Customer Relations Representative Job Description

Our growing company is searching for experienced candidates for the position of customer relations representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer relations representative

* First and foremost, build and sustain strong customer relations by helping diplomates with all of their needs through excellent customer service via phone and email
* Approve applicants to sit for NCCAOM exams through a third-party exam vendor
* Assist customers with licensure verifications through state medical/acupuncture boards
* Process map development
* Run customer order reports to proactively get orders shipped
* Manage OEM customer accounts including daily shipping releases, creating shipping orders, coordinating with JCI production Control team
* Be available for weekend work including in-office and working from home on assigned weekends, home wi-fi required, be available to cover other shifts as required
* Process change orders, credits, and product return authorizations
* Manage OE customer’s special orders
* Coordinate Intercompany batteries shipments

## Qualifications for customer relations representative

* Must have strong customer relations experience
* In-house troubleshooting
* Knowledge of delivery and payment terms
* Must have a professional telephone manner with the ability to maintain composure
* Experience with Customer Relations related programs including TLC, ARD, Cirrus, and RefundPro preferred
* Experience using Aspect preferred