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# Example of Customer Relations Specialist Job Description

Our growing company is looking to fill the role of customer relations specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer relations specialist

* Meets branch and region and company standards for Prepay / EZ Pay
* Prepares daily and weekly reports on residential sales & cancel recovery audit
* Maintains customer database through accurate and timely data entry
* Being the face of the Customer Relations organization for both internal and external customers
* Proactively communicate with customers at regular intervals to properly manage expectations and to obtain the documentation required to progress accounts
* Educate customers on the features and benefits of their system design
* Engage with remote based employees (sales reps, office assistants, operations managers) to assist in account progression
* Explain complex or technical concepts using simple language to meet the needs of diverse audiences
* Properly document and maintain all customer related information within Salesforce
* Utilize a proactive sales approach with every customer interaction to uncover additional sales and service opportunities

## Qualifications for customer relations specialist

* Ability to use PC software and multiple company systems
* Previous claim, coding, billing experience preferred
* General product(s) and customer knowledge
* Must have full mobility and twisting
* Rarely to occasionally able to lift 50 lbs
* Work outside of standard business hours (evenings, weekends, and holidays)