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# Example of Customer Relations Job Description

Our company is growing rapidly and is hiring for a customer relations. 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

* Ensure information on the customer database is kept up-to-date, check information when speaking to customers on the phone, while reading their correspondence or whilst speaking to them in Reception
* Taking escalation calls from advisors
* Striving for first contact resolution
* Assisting with customer queries when required
* Establish operational objectives and assignments for business unit personnel
* Accuracy and efficiency in data management, including administrative duties
* As a Customer Relations Executive you will be responsible for investigating and responding to complaints from our customers within deadlines set by the business, external authorities
* You will be communicating with our customers via email, letter or telephone and you will need to be able to match the style of the customer, whilst showing the highest level of accuracy, and presentation
* You will be liaising with suppliers and internal departments to ensure the recovery of any costs paid out, identifying Health and Safety/Liability and Legal issues within the complaint
* As part of our strategy we want to deliver fabulous customer experience to all of our customers, you will work alongside the Customer Relations Senior Executive, and Manager, internal departments and suppliers to feedback to the source of the complaint, highlighting any issues for concern with the aim to reduce reoccurring complaints

## Qualifications for customer relations

* Working knowledge of features and benefits of Retail and Small Business products and services other business line/partner offerings
* Ability to demonstrate strong leadership skills, effectively lead and coach others
* Minimum six months Administrative, Customer Support, and/or Inventory experience
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and ISO 9000 and company procedure manuals
* Travel on short notice on a as needed basis
* Be available for on-call during weekends and holidays