Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-relations>

# Example of Customer Relations Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer relations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer relations

* Serves as liaison between all customers (current and potential) and the organization to resolve questions regarding products/services
* Assists other CRM’s with difficult orders or when workload requires
* Accurately processing all EDI, Faxed, and Phone orders in a timely and efficient manner
* Communicating proactively with customers regarding their orders and product availability
* Monitoring open orders of assigned accounts
* Responding and resolving all customer inquiries received via the CS shared inbox in a timely and appropriate manner
* Receiving notifications of changes to the company's Product List
* Running daily EDI Audit Report
* Providing information and backup to Auditors, as needed
* Liaises with NKAMs, Regional Managers/Channel Managers regarding all Sales and Customer related issues

## Qualifications for customer relations

* With degree, two years of customer service experience
* BCom Degree in Logistics or Equivalent
* Minimum of 3-5 years’ experience in a warehouse and distribution environment
* Strong leadership, impact and influencing skills
* In depth Understanding of SAP, Order Entry, Inventory Management and Purchasing Systems
* Understanding and Management of EDI System