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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 timely and correct ERP order entry and order confirmation, keep Sales & Business Units updated on order progress
* Build up intimacy with customer in order to take an active part in the escalation process if actions/conditions/events will not be acceptable for Customers
* Implement the agreed service level agreements (SLAs) with both external and internal Customers, monitor the KPIs with the aim to continuously improve the service
* Act as the first liaison on incoming customer complaints, ensure they are immediately transferred internally and followed up to resolution
* Maintain Customer and order data in the ERP system to ensure adequate and efficient communication and administration
* Maintain and archive the order management documentation and day-to-day business correspondence
* Proactively contact customers to get the most realistic forecasts, enter the resulting figures in the ERP system, follow up on historic and ordered sales volumes against forecasted ones (= business analysis), investigate the reasons for deviations and report the major differences to the internal organization
* Delivery of an outstanding customer experience every time
* Ensuring the customer is kept up to date throughout the life of the case
* Communication with all case stake holders, where appropriate

## Qualifications for customer relations

* Understanding and Effective Management of Transactional Integrations between SAP and Integrated 3Pl System
* Knowledge of SAP/CRM is required
* Knowledge of Salesforce.com is required
* Knowledge of international commercial shipment terms is required
* Proficiency in the English language, both written and verbal, is required
* Proficiency with Microsoft Office Suite (Word, PowerPoint, Excel) is strongly preferred