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# Example of Customer Satisfaction Job Description

Our company is searching for experienced candidates for the position of customer satisfaction. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer satisfaction

* Based on review of reports, cancels customer orders, processes/validates/sorts MRM’s and makes corrections to system based on errors found on error and/or audit reports
* Validates high dollar adjustments through a review of supporting documentation
* Collects, reviews, and consolidates documents that support A/R adjustments for scanning and storage
* Prepares and processes A/R adjustments including pricing adjustments, delivery fee adjustments, service fee adjustments, minimum order charge adjustments, export/international claims, and/or price rollbacks
* Generates summary reports to management on high dollar adjustments to identify customer/retailer warehouse product types and trends
* Works with Central Billing and Control desk to review and audit keyplex jobs, A/R errors, and rejections
* Assists Call Center management in the research and resolution of high dollar customer claims that may require interaction with warehouse management and associated support departments
* Provides phone coverage for Call Center, as assigned
* Completes special projects for Call Center management
* Be responsible for the profitability and customer satisfaction for assigned contracts

## Qualifications for customer satisfaction

* Broad experience in operational areas such tech support, deployment, parts, field services affecting customer experience
* Ability to drive thought leadership and translate that leadership into tangible, clear and concise deliverables at the executive levels
* Experience in driving executive alignment, especially among businesses with multiple priorities
* Understanding of Net Promoter Score & Customer Survey
* Ability to deal with ambiguity, while at the same time clearly determining priorities, making strategic decisions and then articulating the issues, solutions and ongoing performance to teams and executives in ambiguous situations
* Fundamental understanding of presenting data including basic statistics