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# Example of Customer Service Advisor Job Description

Our company is looking for a customer service advisor. 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 service advisor

* Strive to meet team targets and requirements on sales, customer satisfaction, office standards, safety and security
* Meet Reintec suppliers and customers who visit the department, as required from time to time
* Provide excellent levels of customer service at all times
* Manage customer expectations through clear communication
* Answer calls within agreed performance measures, ensuring polite and professional telephone manner at all times with clients, customers and the general public to maintain and enhance the reputation of Kier
* Schedule, prioritise and allocate all reactive and planned maintenance workload to achieve service delivery of engineering resource and subcontractor base
* Accurately log and manage each issue on company/client management system, timely assign or escalate to relevant Technical Support/Operations teams and always take responsibility for each issue logged
* Arrange appropriate access to the relevant properties in accordance with the agreed sequence of work
* Build and maintain excellent relationships with colleagues, customer and clients to understand and deliver their needs
* Adhere to call closure process

## Qualifications for customer service advisor

* Behaves professionally and serves as a positive role model to team
* Builds strong relationships with customers and colleagues alike
* Embraces a flexible approach in order maximise potential in others
* Understands the importance of accurate and thorough communication
* Ensuring all completed jobs are closed on the concept system within the agreed timescale
* Ensuring the work in progress (WIP) is managed daily/weekly