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# Example of Customer Service Consultant Job Description

Our company is growing rapidly and is looking to fill the role of customer service consultant. 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 service consultant

* Ensure that all Discrepant Material Notices (DMNs) are processed properly
* Coordinate with NSC on DMNs issued for repairs (as applicable) and involved management if required
* Support other Service Centers with their inquiries and investigations, as necessary
* Provide overflow support to other locations as necessary
* Escalate customer service issues to the Supervisor, Repair Operations
* Make appropriate judgments with regard to service courtesy discounts (escalate as required), repair and factory warranties
* Regularly updating the customer with the progress being made towards resolution of their incident
* Commit to being there” for our customers and share our dedication in striving to deliver world class
* You must be able to commence employment on Monday 1st May 2017
* The ability to take ownership and solve customer enquiries

## Qualifications for customer service consultant

* Minimum of one year experience in an Associate Service Consultant capacity is required
* Minimum of three years experience in customer technical service, or related field preferred
* Must have demonstrated proficiency in understanding and effectively speaking to the technical aspects of the endoscope electronics equipment as acquired through hands on training
* Ability to use computers and corporate business software is essential
* Ability to learn additional applications as required to support the businessStrong organization, prioritization and investigation skills is necessary
* Ability to multi task in a challenging environment is preferred