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# Example of Customer Service / Customer Operations Job Description

Our growing company is looking to fill the role of customer service / customer operations. 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 / customer operations

* Manage and audit the agent processes, agent knowledge base and agent communication process
* Review customer service contracts renewal process
* Understand the individual process steps and different scenarios
* Processing performed accurately by you as per approved Process/Procedure manuals within agreed Turn Around Time/SLAs
* Support process training and knowledge sharing within the team
* Interface with other teams to customer requirements
* Quote and bill service contract renewals
* Act as EFA subject matter expert for integration team meetings
* Leading and developing associates and team manager(s)
* Communicating policies to associates and become the primary information source for staff

## Qualifications for customer service / customer operations

* Strategic/critical thinking
* Driven and hardworking
* Training experience with at least 2 years of experience designing and creating training programs/content, preferably in the retail service industry
* 3-5 years of experience in customer contact
* Ability to drive insight from data and summarize analytical output in presentations for divisions and leadership
* Excellent analytical skills, supported by very strong attention to detail and accuracy above all else