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# Example of Customer Service / Customer Operations Job Description

Our company is growing rapidly and is looking for a 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

* Assist in identifying data collection and storage requirements for data management and work with the appropriate departments to successfully implement those requirements
* Drive improvement projects within Customer Service focused on streamlining processes and closing gaps on key measures
* Lead effort to standardize processes between Wella and OPI brands
* Manage daily order flows to ensure sales forecast is consistently met
* Lead calls with Sales and Trade Marketing organizations to improve service and communication
* Manage full Customer Service Scorecard and drive action plans independently and through team to meet targets
* Lead monthly communication with external functions on order status and progress
* Manage full capacity plan for team
* Accountable for all order management activities and communication to senior leadership
* Quality Call Monitoring/Evaluation

## Qualifications for customer service / customer operations

* High level analytical skills, SQL preferred
* Understanding of the industry and customers
* Must be able to lead and motivate employees working as a team
* Extensive operational experience required with large city or hub exposure preferred
* Must possess substantial experience in both RES and DECS modes of Sabre and MS Office applications
* Thorough understanding of FLIFO/weather and tower control procedures is preferred