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# Example of Customer Service Customer Representative Job Description

Our company is looking for a customer service customer representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service customer representative

* Perform order processing within SAP system to fulfill refund and replacement requests
* Maintain practice of thorough documentation and proofreading
* Own and manage goodwill processes including data analysis and follow-through
* Utilize knowledge management system to ensure responses are current and consistent
* Entering, moving EDI, editing and maintaining customer orders
* Ensuring the system flagging of ad/catalogs and special events and expediting shipping
* Communicating to the customer and sales on any and all changes to customer orders
* Working directly with credit on the status and release of credit hold accounts and informing Sales when a Customer cannot be shipped or will be shipped late due to credit issues
* Maintain all shipping worksheets as required
* Participate in month-end and year-end physical inventory counts and valuation

## Qualifications for customer service customer representative

* Highly communication skills
* Identifying opportunities to enhance existing working practices
* Planning & Organising, Change & Innovation, Communication & Influencing, Determination to Win, Customer Focus, Teamwork, Ownership, Commercial Acumen and Breakthrough thinking
* Educated to GCSE level or equivalent, 2-3 years experience in a Customer Service Role
* Be able to work well as part of a team whilst also having the ability to work on own initiative and be self-motivated
* Ability to thrive in a sales driven team environment