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# Example of Customer Service Desk Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer service desk. 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 desk

* Fast paced environment in a busy office
* Record all calls from end-users and project members via official channels
* Facilitate all communication (inbound and outbound) notification letters, system related messages, user satisfaction surveys, user enquiries and status calls
* Provide system support and resolve first tier calls
* Maintain system access control
* Record and transfer calls to specialist or other relevant team members if first tier cannot resolve immediately or if investigation is required
* Re-route all calls meant for other transversal service/help desks via official channels
* Provide functional and/or technical support for resolution of customer problems, incidents, issues, requests and queries
* Liaise with other support teams, or product teams as required to resolve requests/issues in a timely manner
* Any other duties deemed reasonable and required as part of the day to day role

## Qualifications for customer service desk

* Ability to motivate and create enthusiasm in others
* Self Starter / Innovative and Flexible
* 3 year tertiary qualification
* Responds to customer requests for orders and quotations, deliveries, special orders, and will-calls that are received in-person or via phone, e-mail, written, and faxed correspondence
* Calls customer leads in order to increase store sales
* Must be a U.S. Persons status