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# Example of Customer Service Desk Job Description

Our company is growing rapidly and is looking to fill the role of customer service desk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service desk

* Assists with the processing of paperwork for residents upon move-in and move-out, including faxing resident authorizations, for background verification checks and data entry of move-in/move-out data
* Assists in the processing of MasterCard reconciliations
* Creates and edits spreadsheets and correspondence as needed
* Assists with maintaining community files, which includes but is not limited to, resident files, financials, CapEx, Ensure Vendors are insurance compliant
* Greets Prospects and visitors as needed, responds to Prospective resident inquiries
* Works closely with management in developing and integral team that effectively represents the quality and professionalism of ELS
* Makes photocopies and sends facsimiles as needed
* Update and print monthly newsletter, update calendars, update community phone directory
* Show homes offered by Carefree Sales to prospective buyers, A portion of the commission from a sale generated by the A/A will be assigned to A/A, proportionate to the amount of work/responsibility relation to sale
* Troubleshoot and repair computers & OS system problems

## Qualifications for customer service desk

* Years of technical or customer support experience in a call center environment
* 1-3 years hands-on computer and internet experience
* Solving problems attitude
* Works independently with minimal supervision or direction
* Troubleshoot and repair simple network problems, including internet browser software
* Troubleshoot and repair common computer hardware problems