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# Example of Customer Service Desk Job Description

Our company is growing rapidly and is looking for a customer service desk. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service desk

* Track inquires by type of concern and method of communication
* Create and modify standard responses based on program policies to ensure responses are uniform
* Basic Helpdesk support/troubleshooting with panelists experiencing difficulties (we’ve introduced mobile applications and exciting new technologies into our panelist experience!)
* Identify and follow-up on issues regarding feedback of panel members
* Identify survey quality and technical issues and alert appropriate internal departments
* Provide guidance regarding best solutions in correcting survey quality and incentive related issues
* Track quality and technical survey issues
* Process panelists wishing to unsubscribe in accordance with Harris’ terms and conditions
* Relay panelist’s suggestion to management
* Keep process documentation up to date

## Qualifications for customer service desk

* Windows Operating systems, primarily Windows 7
* Microsoft Office Applications, O365 is a plus
* Experience with troubleshooting network-related issues, such as client connectivity
* KPI tracking and other quality analytics/reporting regularly
* Miscellaneous duties supporting the Panel Operations Team
* Basic business background and familiarity with Best Practices