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# Example of Customer Service Executive Job Description

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

## Responsibilities for customer service executive

* To provide a proactive customer care service in a professional and courteous manner to the allocated clients
* Providing first line support to clients
* Interpreting client data, escalating queries and seeing these through to a resolution
* Liaising with other departments to solve queries
* Ensuring all communication with clients is recorded accurately using our online tool (CRM)
* Guiding clients on software to enable them to act more autonomously
* Process and raise required requests/transactions and make strategic decisions to service customer requirements
* Be the daily first point of contact for payment queries from third party suppliers
* Ensure that any weekly reconciliation queries are received and resolved on a weekly basis and to the agreed SLA’s
* Calculate and raise any credits or debits to third party suppliers/retailers as a result of weekly reconciliation files or sundry payment reports

## Qualifications for customer service executive

* Recognized Degree in Business or related courses
* Proactive with strong leadership ability
* Enthusiastic and self-motivated with a desire to achieve excellent service
* Good command of spoken and written English Language and Bahasa Malaysia
* Positive, pro-active attitude and flexible approach
* Organized, self motivated, dynamic and goal oriented