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# Example of Customer Service Executive Job Description

Our company is looking for a customer service executive. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer service executive

* A gross salary of EUR 1855 based on 35 hours
* Quarterly Bonus Plan 6% of your salary, if you meet certain requirements
* Lunch Vouchers
* 50% reimbursement on public transports
* Actively work across businesses and functions to provide seamless customer support
* Sales Order Processing for account and walk in customers
* Customer account management in relation to credit and sales orders
* Manage returns and ensure credit notes are booked on time for all returns and aligning with the cut off time set
* Ensure daily Billing cycle is completed
* Ensure approvals are in place for Prices & Discounts and liaise on the same with Commercial team

## Qualifications for customer service executive

* Maintain customer master data regarding Customer point of contact for Order, Follow up on Direct Customer Orders and Product portfolio for each OPC
* Timely execution of CRR documents received from OPC
* CFR (Case Fill Rate)
* At least 3 years relevant working experiences in customer service
* Strong communication skill and creative mindset
* Attention to details, hardworking, responsible and self-motivated