Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-service-operations>

# Example of Customer Service & Operations Job Description

Our innovative and growing company is looking to fill the role of customer service & operations. 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 & operations

* Design the new service contract renewal structure
* Test the design
* Place the collected documents and information in the tool
* Train the team on how to use the tool
* Investigate queries accurately and raise with the relevant parties without delay and escalated where needed
* Recognizes and escalates issues and seeks advice when faced with non-standard issues/problems
* Capture and collate MI as required according to recognised processes and practices
* Complete all mandatory training/accreditations as applicable to your role and your team
* Support improving team and customer performance by Role modelling Core Service Behaviours, Our Standards and adoption of Determined to Lead tools and techniques
* Suggest areas of customer/business focused improvement in their daily processing and escalate appropriately

## Qualifications for customer service & operations

* 1-3 years banking research experience required
* Working knowledge of Microsoft Office Suite (Excel, Access, Word & PowerPoint) required
* Demonstrated ability to process work in an organized, methodical manner with great attention to detail required while maintaining productivity standards
* Experience in managing large groups of employees in a collaborative work team environment required
* In addition to the above required experience, working knowledge of another functional area is required
* Experience using mainframe and/or personal computer data base, word processing and statistical analysis software packages preferred