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# Example of Customer Service & Operations Job Description

Our company is searching for experienced candidates for the position of customer service & operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service & operations

* Preparing and sending formal communications to clients
* Undertaking regular training on aspects of global, local jurisdiction and bank AML standards
* Responding to Remediation customer requests for closing accounts and amending customer details
* Performing against agreed targets
* Interacting with a range of customers and internal business partners
* Ensure we are easy to do business with
* Timely delivery of all customer service commitments
* Delivers on its promises
* Takes every opportunity to upsell & receive value for all services provided
* Ensures gross margin is delivered in line with the customer agreements and contracts

## Qualifications for customer service & operations

* Must complete WildBlue certification course within 30 days of hire
* Establish hygiene / process issue and prepare talk off with the customer accordingly for both open and close service requests / complaints
* This position is responsible to close loop with the customer and post providing the customer necessary resolution and initiate re polling to identify efficiency
* Exposure to customer service and/or big box distribution is a plus
* Bachelor's degree in business or health care related field, or equivalent level of professional experience
* Previous experience with CRM tools and applications highly desired