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# Example of Customer Service Professional Job Description

Our innovative and growing company is looking for a customer service professional. 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 professional

* Generate/ preview test reports before submitting to final reviewer
* Regularly update TAT and cooperate with testing laboratory to get testing status
* Prepare quotations for vendors/ suppliers
* Learn client’s protocol/ manual and/ or update latest version
* Work closely with Customer Service in Hong Kong in case of clarifying testing information
* Visit suppliers/ vendors site to keep in touch for regular communication and receive feeback and conduct customer survey
* Submit Log-in testing samples
* Work closely with Sales dept to provide best solution/ service to clients
* Review invoice before dispatching to clients/ vendors/ suppliers
* Report directly to Lab Manager

## Qualifications for customer service professional

* Candidate must exhibit good navigation skills
* Degree holder in Engineering or related discipline
* Minimum 3 years of working experience in Customer services field
* Familiarity with Softline/ Footwear/ Toys Testing service & regulation is preferred
* Analytical/ problem solving / process improvement/ Time management is required
* Ability to interpret/ explain regulations and standards to vendors/ suppliers