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# Example of Customer Service Professional Job Description

Our innovative and growing company is looking for a customer service professional. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service professional

* Organizes customer information by classifying and segmenting the customer, entering new or updated information into database, , using the Customer Relationship Management (CRM) system
* Delivering the Gold Standard of service at every customer engagement
* Managing inbound calls from business customers
* Guiding customers through purchase decisions and helping resolve queries post sale
* Understanding quickly who we are and what we do so that you can help the customer
* Collaborating with the business to ensure every customers’ requests are fulfilled
* Keeping call times to a minimum
* Help resolve product related issues
* Resolve any billing related questions or disputes
* Process card registrations and lost, stolen, or defective card requests

## Qualifications for customer service professional

* Read and understand technical specification
* Fluent in English and second foreign language is preferred – Mandarin/ European
* Strong presentation skills are must
* Tableau (Visual Analytics)
* Follow up with customers about issues that may have required additional investigation and research
* Ability to diffuse issues without escalating the call to supervisors