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# Example of Customer Service / Service Specialist Job Description

Our company is searching for experienced candidates for the position of customer service / service specialist. 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 / service specialist

* Responsible for External Communications when necessary with affiliate
* Manage Lead-Time expectations (Customer Facing)
* Address and handle Customer Expedites
* Monitor Helpdesk mailbox for Parts & Project
* Gather information and prepare reports
* Organize and manage tasks and projects
* Maintain a presence in garages to assist guests and permit holders with exceptional customer service
* Inspect gate and APS equipment to ensure they are online and functioning properly
* Staff lots and collect parking fees from guests parking in parking lots
* Assisting supervisors with their daily task if needed

## Qualifications for customer service / service specialist

* 2-3 years of experience in the role, preferably in luxury companies
* Minimum 2-3 years of overall work experience in customer service, supply chain or Logistics
* Extensive experience with EDI Full Circle system preferred
* 5 years in an operation or customer service role
* Carry out visits to customers or job sites to assist them in identifying Parts Products needed, follow up on any sales potentials and to look out for over due payment
* Assist and oversee timely delivery of parts to local Customers in accordance with Sales Order and customers’ requirements