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# Example of Customer Service / Service Specialist Job Description

Our growing company is hiring for a customer service / service specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer service / service specialist

* Process orders, forms, applications and requests linked with products supply
* Prepare KPI and report on product supply
* Claims Management together with Finance (Customer interaction and ad-hoc analysis during inbound calls
* Propose changes that can improve the level of service and drive CFR and Invoice Accuracy
* Demonstrates problem-solving abilities to resolve in-house and client issues in a timely manner
* Provide customer service for both internal and external customers by giving status of order, tracking information, pricing, ect
* Answer incoming calls received from receptionist and direct line
* Build and manage customer relationship to be seen as the first point of contact from the customer’s perspective
* Primary solutions provider for sales reps to manage customer activities/requests
* Manage the operational impacts for a specific manufacturing plant as it relates to customer made-to-order requests

## Qualifications for customer service / service specialist

* Must have the ability to handle customer service emails, workflow, faxes and other offline duties
* Must maintain and/or exceed Quality Assurance Goals
* Acts as a reliable resource for technical, procedural, and policy questions
* Identifies solutions to resolve customer issues, overcome complex problems, and improve department efficiencies
* Acts as a subject matter expect for the team for policies and systems
* Ability to organize, analyse details, prioritize and present information in an easy to understand manner