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# Example of Customer Service / Service Specialist Job Description

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

## Responsibilities for customer service / service specialist

* Routine work handling in accordance with the standards and procedures
* Communicating with external partners (written & verbal)
* Corresponding with various Call Centers
* Learn functional knowledge of Customer Service programs
* With direction from management, planning and executing business process improvement changes relating to Customer Service
* Assisting with implementation of new programs
* Participating in customer service recommendations, decisions and business rule development
* Assist in preparation of quotes, invoices, purchase orders and maintain files on inquiries and orders
* Respond to customer inquiries via incoming calls, e-mail and internet
* Manages documentation for all orders

## Qualifications for customer service / service specialist

* Open minded, challenge status quo
* French Fluency & multinational company experience is a plus
* Ability and willingness to work off hours and holiday coverage, as required
* 3+ years customer service experience from supply chain
* Self-motivated and driven with excellent leadership and teamwork skills
* Customer call receipt, first point of contact for Customers for problem recording