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# Example of Customer Service Job Description

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

## Responsibilities for customer service

* Manage the coordination of appropriate staff to respond to pre-sales inquiries within one business day
* Communicate with the Operations Manager during order fulfillment regarding address changes, cancellations, special requests, quality control
* Attend training events and meetings as scheduled
* Represent the Mission of Goodwill at all times to our customers, vendors, partners, staff and Program Participants
* Work safely and adhere to all safety policies and procedures
* Assist customers with resolving technical issues
* Field heavy inbound calls (60-70 calls daily)
* Keep records of customer interactions, transactions, inquiries, comments, complaints
* Gather information and research/resolve inquiries
* Work on the phone with medical providers

## Qualifications for customer service

* Maintaining customer databases
* Simulating customer experience
* Utilizing scanner for orders
* Follow directions of supervisors
* Must be proficient with Microsoft Outlook, Word, and type 40 WPM
* Knowledge of Canadian Customs regulations is preferred