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# Example of Customer Services Advisor Job Description

Our company is looking to fill the role of customer services advisor. 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 services advisor

* Assisting with social media queries where required
* Assisting with phone calls where required
* Works with independent NAPA store owners providing guidance in key performance areas
* Advises owners regarding mergers and acquisitions
* Supports distribution center management team by identifying potential issues with owners and providing solutions (e.g., owners experiencing payment problems)
* Prospects potential store owners through website submissions, franchise owners organizations, and competition
* Identifies and completes competitive acquisitions through field generated leads when confidentiality is a high priority
* To deal confidently, promptly and courteously with the public, Councillors and colleagues
* Answer incoming calls and redirect if necessary to an agreed process
* Proactive customer contact in connection with product and service enquiries, sales campaigns, customer satisfaction and product quality

## Qualifications for customer services advisor

* Experience in working on development of products and partnership, while directly interacting in field with the customers, agents and other business partners
* Familiarity with the concepts of financial inclusion, a broad knowledge of related disciplines, in-depth knowledge of relevant organizational policies and procedures
* Adequate understanding of legal and regulatory issues related to branchless and mobile financial services, such as know your customer and bank agency rules
* Experience working with the mass market, including rural or low income communities, preferably related to financial services
* Experience managing or conducting research, particularly related to product development or client demand
* Familiarity with best practices in training mobile money agents