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# Example of Customer Services Advisor Job Description

Our company is growing rapidly and is looking for a customer services advisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer services advisor

* Accurately process sales orders for eMAR and MA products
* Manage customer complaints and effective quality reporting using quality management system
* Problem solving customer issues and complaints escalate as necessary and track completion
* Provide product support to customers when requested, including samples
* Actively promote new and existing products, customer upselling and cross selling
* Obtain and monitor marketing/competitor activity information for customer accounts
* Set up and maintain customer accounts in SAP-CRM
* Process payments for customers in line with current legislation
* Cover for team members in their absence including rotational working at weekends
* Dealing with support calls from customers who use eMAR

## Qualifications for customer services advisor

* Quality orientation - Shows awareness of goals and standards
* Candidate must also be fluent in English
* Flexible, reliable and trustworthy
* Strong team work ethics being able to work individually
* A minimum of 4 years experience in a call center technical environment required
* Thorough understanding of Time In A Box and Time and Labor Online software and associated software tools is required