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# Example of Customer Services Advisor Job Description

Our innovative and growing company is looking for a 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

* To contribute to our member growth by offering advice and guidance to students on the requirements for CIMA membership
* Responsible for sending out written correspondence as requested letters of good standard, transcript requests
* Required to contribute to the progression targets via set exam campaigns in order to increase exam participation
* Keep abreast and up to date with any changes which may impact the customer
* You will be dealing with various queries and questions from members of the public (inbound only), on behalf of councils across the UK
* Whatever the reason for the call, you will provide clear, accurate information, giving excellent customer service to everyone you speak to
* You’ll also need to keep accurate and timely records of every call
* Be a helpful and supportive team member

## Qualifications for customer services advisor

* Ability to take ownership and challenge where appropriate with a ‘one touch’ pro-active approach working to exceed customer expectations
* This is a shift position and will involve working weekends and some bank holidays
* An annual leave entitlement of 28 days, inclusive of Bank Holidays, calculated on a pro-rata basis for part-time roles
* Manage the business relationship with the call centre’s suppliers
* Establish and update customer service processes and procedures for the call centres, tours, Las Vegas office and headquarters, for both ticket sales and corporate sales
* Maintain quality control by meeting existing Cirque standards