Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-services>

# Example of Customer Services Job Description

Our company is growing rapidly and is hiring for a customer services. 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

* The entry of customer supplied forecasts into the APO system for subsequent loading into SAP, the verification that the data is as supplied by the customer when entered into the system
* Support team leader in the implementation of new strategies
* Provide accurate and informative reporting to team leader whenever required
* Sponsor of success of the Market Specific Team and department
* Ensure proper escalation of critical issues to team leader / Management whenever required
* Be one of the first members of the Eclipse project team to contact a new client to arrange the set-up of their new system, in a professional and efficient manner and managing the clients expectations throughout the process
* To assist and collaborate within dynamic teams, to facilitate the build and delivery of workflow solutions utilising the Proclaim case management application, to both new and existing clients
* Provide support to project team members by helping to ensure deadlines are met through accurate record keeping and ensuring that communication is up to date and relevant
* Liaising with other Eclipse departments to ensure the smooth transition and implementation of the Proclaim system
* Download and format customer orderboards from Oracle OBIEE for distribution

## Qualifications for customer services

* A degree of self-driven motivation and organisation is important
* Good experience working within a financial environment (min 1-2 years)
* Excellent communication and social skills - ability to communicate effectively at all levels
* Team player who can gain the support and commitment of peers and internal and external service partners
* Proven analytical skills – ability to extract, analyse and assimilate information
* Confidence and skills to manage change processes or initiatives when required