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# Example of Customer Services Job Description

Our company is searching for experienced candidates for the position of customer services. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer services

* Lead MDI process
* Ensure employee development plans are in place for individuals through GPS and performance reviews
* Manages new and existing customer installations, working cross functionally to deliver services in the agreed upon timeframe and according to customer expectations
* Responsible for customer satisfaction for a portfolio of customers measured via customer surveys and other methodology
* Understands customers’ footprint and contractual agreements
* This position will be responsible for operational performance during their shift and have departmental responsibility for station departments
* Use, maintain and update company Customer Relationship Management (CRM) database (GoldMine) in order to track all sales activity identify and document key decision-makers, interests, opportunities, and expectations
* Communicates and supports Company goals in a manner that defines the individual accountability for achievement of the goals
* This job description reflects an assignment of essential functions
* A proactive approach to achieving high quality standards

## Qualifications for customer services

* Effective listening skills, with the ability to discuss business problems and goals
* Familiarity with eCommerce and general knowledge of core systems including Websphere, DOM, Calabrio, SalesForce, Sugar, Putty, strongly preferred
* Excellent interpersonal, verbal, and written communication skills, with a high level of comfort in recommending and implementing solutions
* Ability to take initiative and be proactive with problem solving and follow through
* Ability to work efficiently in a deadline driven environment, while effectively managing associated stress
* Demonstrated successful experience applying analytical skills and project management methodologies and practices