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# Example of Lead Customer Service Job Description

Our company is hiring for a lead customer service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for lead customer service

* Meet with internal customers and Customer Service Manager to respond and resolve customer issues and complaints
* Regularly utilizes the non-conformance system as required
* Assists with quote preparation for field sales staff under special circumstances
* Discusses issues with supervisor proactively and identifies solutions
* Provides suggestions for cost savings, process improvement and enhanced customer service
* Utilizes the company’s time and attendance system to report all hours worked
* Responds to and resolves customer requests including processing orders, requests for pricing, product availability, delivery, billing questions returns and cancellations
* Have the ability to be cross-trained and thrive in a fast-paced environment
* The ability and desire to interact comfortably, enthusiastically and professionally while advising customers on specific products, merchandise and services
* Performs gap analysis, and tracks and reports impacts of all modifications

## Qualifications for lead customer service

* Must be able to hear with or without correction
* Required to have ability to use a computer keyboard
* Ability to work with others and communicate effectively
* Ability to adapt to ongoing changes in responsibility, scope and work processes as call center environments grows and expands
* Ability to multi-task in high-paced, call center work environment
* Willingness to take ownership of customer inquiries to resolution