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# Example of Lead, Customer Job Description

Our company is looking to fill the role of lead, customer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for lead, customer

* Assume ownership of metrics and follow up on required actions for continuous improvement
* Give input and feedback to functional leaders in order to increase processes performances
* Ability to foresee challenges, put in place and implement action plans to solve them
* Ensure proactive 2-way communication with assigned countries & flag any abnormal situation to higher management
* Provide regular updates on team performance and initiatives to higher management
* Receives customer orders by fax, e-mail, EDI, mail or phone
* Typical duties include setting up new accounts, preparing change of address records, completing standard order forms, entering orders into Oracle, providing price quotations, verifying credit release of orders and processing credit card payment requests
* Develop in-depth awareness of all product lines, including basic characteristics, features and benefits
* Handle heavy incoming telephone call volume
* Develop and maintain good customer relations via telephone and written correspondence

## Qualifications for lead, customer

* Knowledge of DWDM equipments shall be preferred
* Ability to work in a team environment and give honest and direct feedback
* Ability to navigate proficiently through multiple systems
* Masters of Business Administration or related to the job field preferred
* 3+ years’ experience in a similar role or in an international customer support environment
* Minimum of 3 years’ experience working directly with customers or sales