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# Example of Technical Customer Service Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of technical customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for technical customer service

* Ensure compliance with all laws and regulations including FAR’s, DAR’s, UCC, ITAR, and coordinate as needed with the corporate legal staff
* Develop good working relationship with internal and external customers
* May be required to support customer or agency audits
* Will be responsible for generating information to support forecast and buy ahead requests that support MRO turn-around time (TAT)
* Is responsible for processing and communication of pricing, and delivery of complex quote to customers
* Is responsible for contract review of Repair orders
* Negotiate and coordinate the repair of units at outside suppliers
* Negotiates and maintains customer bonded inventory to reduce TAT, including providing monthly update to customer
* May be required to coordinate source inspection for Repair orders per customer requirement
* Practice continuous improvement methods to improve processes

## Qualifications for technical customer service

* Must be comfortable presenting in front of small groups
* Knowledge and experience in common XRF analysis methods are necessary
* Excellent verbal communication and written communication
* Good understanding of the field (handling customers directly)
* Ability to communicate effectively with US customers is a must
* Should exhibits good listening and comprehension