



Example of Associate, Customer Service Job Description

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Our company is looking to fill the role of associate, customer service. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for associate, customer service

- Make 30 outbound calls to customers internationally regarding their orders
- Enter customer orders into EPICORE
- Enter invoices to be sent to customers
- Administrative support to management
- Handle customer questions and complaints
- Responsible for activating new customers
- Must be able to achieve a call quota & complete reports!
- Providing daily phone support which includes fielding calls for order placement, order changes, return authorizations, delivery status, warranty questions, and more
- Helping to maintain and increase sales by proactively returning customer calls
- Collaborating and working with various teams to ensure accurate and efficient order flow

Qualifications for associate, customer service

- Must be available to attend after hours training as needed
- Will be required to lift and carry teller cash box or teller coin bags weighing about 15 pounds
- At least 3 months of work experience (any environment)
- Proficient in Microsoft Office Suite (Excel, Outlook, Word)
- Must possess a high energy and a sense of urgency
- Must demonstrate a high level of responsiveness in communicating with

