



## Example of Associate, Customer Service Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is looking for an associate, customer service. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for associate, customer service

- Communicate pricing while determining customers discount accordingly
- Check on PO's, credits, RMA's Repairs and warranty issues
- Direct customers to Web Site and walk them thru the site if help is needed
- Document and maintain work flow processes and Standard Operating Procedures
- Develop training documentation and facilitate training sessions across multiple functional groups and external system users related to RMA applications/tools
- Extract data from large data sets, understand issues of data integrity and perform reconciliation activities
- Subject matter expert for current and future RMA applications
- Assist in development and maintenance of Key Business Indicators and trending analysis
- Respond within department service standards to all telephone calls from clients and advisors by providing account information regarding a broad range of subject areas such as product, procedures, tax, transaction and investments
- Strive for First Call Resolution

### Qualifications for associate, customer service

- Minimum 2 year of experience in handling FF customer
- Excellent customer service skills – customer obsessed
- Takes ownership of problems and dives deep into customer issues to resolve root causes of customer issues
- Ability to empathize with customers