



Example of Associate, Customer Service Job Description

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Our innovative and growing company is hiring for an associate, 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 associate, customer service

- Assist with general facility support, hospitality, etc
- Sort and distribute mail, pouches, accountable mail
- Retrieve and/or archive document
- Provide courteous, friendly, helpful and efficient service to external and internal customers on a regular and consistent basis
- Receive customer telephone requests for elevator and/or escalator service
- Gather complete and accurate customer, building and equipment information
- Enter customer data and all relative information utilizing SAP dispatching application
- Schedule and/or page Schindler elevator/escalator technicians
- Receive field technicians responses to pages
- Fully participate, cooperate and support a team effort in processing external and internal customers' calls for service

Qualifications for associate, customer service

- Associate's degree in business, communications, marketing, or related field preferred
- Excellent planning and organisational skills, strong attention to detail in preparing for each contact and approaching each investigation using own judgement to balance with pace
- Two to three years in related field, preferably in the parking, real estate,

- Able to effectively work individually and also in a team environment
- Adobe Creative Suite knowledge or exposure is a definite advantage