



Example of Center Associate Job Description

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

Responsibilities for center associate

- Ensure follow-up with our customers
- Ensure compliance of technicians with work procedures
- Refer special cases to the right stakeholders
- Analyse tasks coded by technicians
- Verbal and written communications with the various internal and external stakeholders
- Contact customers to keep them informed of the case and make new appointment if necessary
- Evaluate the workload (validation of volume vs
- Ensure that customer appointments and 24-hour periods are respected
- Ensure that specific tasks are assigned to the technicians with the right skills
- Ensure that technician profiles are kept up to date

Qualifications for center associate

- Must be able to effectively and professionally communicate verbally, in face to face meetings and over the telephone
- May perform other duties as assigned by Leadership
- Minimal travel may be required including overnight stays
- 2 years distribution center experience preferred
- Positive team-player with ability to take direction and feedback
- Self-starter with ability to learn new order processing technologies