



Example of Coordinator Customer Service Job Description

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Our innovative and growing company is looking to fill the role of coordinator 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 coordinator customer service

- Provide event, database, and customer support throughout the year
- Enter sponsorship contracts and donations into the event system
- Fulfill ad hoc reporting requests made by development staff
- Flexibility to travel up to 30% of the time is required
- Responsible for reporting on key financial and supply chain performance measurements, including collections, deductions, DPS
- Manage the Distribution Replenishment Planning process for the secondary hubs
- Develop and foster working relationships with departments to manage continuous improvements to improve customer satisfaction and business performance
- Design effective communication process to all relevant internal/external customers
- Constantly and proactively manage and contribute to improvement initiatives and developments within the scope of the role to ensure Out-performance is achieved
- Manage multiple Asia Pacific regional Customer Service Accounts as assigned by Television Distribution staff for Asia Pacific regional customers

Qualifications for coordinator customer service

customer needs

- Handle enquiries, and resolve customer problems and complaints with care and efficiency and ensure one call resolution
- Maintain customer service standards during high-pressure situations such as increased call volume, fewer resources or challenging customers
- Demonstrate clear speaking and writing skills in English
- Requires Associate degree or 2 - 4 years experience
- Must be an effective team player and a positive influence with the organization