



Example of Coordinator Customer Service Job Description

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Our growing company is looking to fill the role of coordinator customer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for coordinator customer service

- Ensuring adherence with referral management protocols, policies and procedures
- Provide front line phone support for dealers, distributors, end user customers, rental, and mass accounts regarding parts order status and tracking, order placement, and adjustments
- Precise data entry required for keying parts orders, processing claims, and escalating messages
- Responsible for researching problems and communicating resolutions to customers
- Handles any customer questions or complaints and works toward a positive solution
- Accurately files paperwork such as invoices, open orders, in-transit documents archived documents and delivered orders
- Answers phones, takes messages, and appropriately routes phone calls
- Assure all phones are answered and issues are resolved in a timely manner
- Assure all orders are accurately processed
- Provide issue resolution when possible and assign unresolved issues to the responsible planner

Qualifications for coordinator customer service

- Degree in Economics, Administration or equivalent

- Candidate should be Full time graduate from a reputed university
- Should be hands on with various MS OFFICE tools like Word, Excel, Outlook and Power Point
- Ability to work independently within a large team