



Example of Coordinator Customer Service Job Description

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Our growing company is looking for a coordinator customer service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for coordinator customer service

- Accurately and precisely input order requests into company ERP system
- Coordinate moving and relocation process
- Provide a full range of customer service for all areas of the business (programming, digital, TV Everywhere, corporate, merchandise, social media) in a prompt, efficient and professional manner
- Demonstrate listening and analytical skills, with the ability to obtain key information to resolve problems
- Showcase advanced analytical skills to identify, gather and organize information as it pertains to browsers and apps
- Exhibit excellent oral and written communications skills, with the ability to articulate relevant information and directions in an organized and concise manner to the customer, all levels of the organization
- Communicate courteously and effectively to understand issues from the customer's perspective
- Manage day-to-day relationships with internal partners to ensure all stakeholders are aligned and informed
- Maintain extensive knowledge of the roles of other departments within the company to respond adequately to inquiries
- Possess an excellent knowledge of Windows and Macs, web browsers, and mobile app technology

- Written and verbal communication skills with the ability to prioritize and execute multiple tasks
- Must have a good knowledge of computer systems, with experience in Oracle preferably or a comparable Order Entry System, Excel and Microsoft Word
- The candidate should have a good technical experience with exposure to many business areas and strong general application skills
- Ability to work and thrive in a fast paced structured environment where 90% of time and effort is focused on managing, responding and taking action on customer interactions
- Possess a B.A./B.S
- Processing orders and managing customer requests