



Example of Coordinator Customer Service Job Description

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Our company is hiring for a coordinator 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 coordinator customer service

- Complies with the pharmacy and departmental policies regarding safety, attendance, and dress code
- Assist customer service as needed especially during heavy on-sale days - customer email/calls daily
- Manage and file customer refunds and charge backs
- Office manager - ordering supplies, shipping (UPS/ postal service), working with facilities
- Research for VIP programs as needed
- Maintain VIP Nation Info calendar
- Shipping - proficient in merchandise shipping projects using UPS, USPS or our fulfillment partners LSI
- Document and update records through our databases
- Sending itineraries/customer notes for several tours
- Sales order handling

Qualifications for coordinator customer service

- Export & Direct Indent Sales Documentation Knowledge
- Knowledge on E-biz portal, Customer complaint System, GTS
- Minimum of three years of customer service and/or account management in a large call center environment
- 1-2+ years of experience in a call center or customer service position

- Must have excellent interpersonal skills, problem solving ability, analytical and team building skills