



Example of Customer Administrator Job Description

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Our innovative and growing company is searching for experienced candidates for the position of customer administrator. 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 customer administrator

- Assist with customer payment and credit collections
- Creation and maintenance of customer accounts and information therein
- Process and effect customer suspensions and terminations
- Process and effect authorized customer credits and refunds
- Undertake customer account fraud verification
- Negotiate and process customer agreements
- Assist in regulatory and management reporting presentation
- Support all Universal Services functions and program administration
- Participate in special projects, tasks and other duties as assigned
- Respond to internal and external inquiries and requests

Qualifications for customer administrator

- Ensure good working relationship with external community-based agencies and organizations
- Perform administrative duties to facilitate successful completion of Customer Onboarding and Network Turn Up
- Produce reports to facilitate the tracking and analytics of Customer Onboarding and Order Processing
- Customer satisfaction ratings
- Call stats

