



Example of Customer Advisor Job Description

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

Responsibilities for customer advisor

- Ensure the regular maintenance and servicing of all equipment used to produce Advance Notification jobs
- Responding to high volumes of inbound telephone calls from insurance customers, you will act as first port of call for claims cases or complaints - You will proactively manage your customer's expectations in order to achieve 100% satisfaction and retention
- Establish and maintain a partnership with business managers and clients in the development of strategic plans for category management within the customer team
- Work as integral part of assigned team assisting business managers and/or space technologists in presenting category management reviews to customers
- Analyze base insights presentations for assigned clients represented in the customer team
- Maintain frequent internal contact with the category managers and or key customer personnel externally in the market, hub, client or customer team and assist them in their category management process
- Coordinate efforts with the Center of Shared Business Intelligence (CSBI) category analysts to manage the completion of all base presentations in order to meet the time frames and needs of the customer team
- Collaborate with CSBI to maintain and update all syndicated scanning databases needed in the analysis for customer, client and/or market reviews
- Utilize and understand IRI and ACNielsen syndicated scanning data, customer

- Answer all incoming service calls in a prompt and friendly manner, displaying appropriate tone of voice and empathy throughout the entire customer interaction

Qualifications for customer advisor

- Minimum one year customer service experience required, preferably in healthcare
- Relevant education in healthcare may substitute experience requirement
- A team player with a collaborative approach
- Full training and ongoing support will be provided
- A strong drive to do the right thing for our customers
- Be flexible and willing to learn