Example of Customer Care Associate Job Description

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Our company is growing rapidly and is looking for a customer care associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer care associate

- Educate customers on products and help customers to be successful
- Identify and evaluate opportunities to increase customer retention and satisfaction through the use of up-sell and cross-sell of products and services
- Successfully performs against department scorecard metrics including Quality Assurance, Average Handle Time, and Customer Satisfaction Rating
- Comply with all company site policies and procedures
- Delivering an optimal customer experience through telephone interactions
- Building customer loyalty by providing high quality customer service
- Providing technical assistance to customers
- Providing sales and marketing support with projects
- Conducting surveys/soft sell products to inbound callers
- Call patients in order to obtain a medical history

Qualifications for customer care associate

- 0-1+ years of experience in customer service environment that directly aligns with the specific responsibilities for this position
- Candidates must have at least six (6) months of customer service experience, whether it's in retail, food service industry
- Working knowledge of Microsoft Office applications (Word, Excel,) and Lotus Notes preferred
- Communicate customer requirements (schedule, forecast,) to planning and purchasing team

- Ensure work area is maintained in a clean and professional environment