



Example of Customer Care Team Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of customer care team. 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 customer care team

- To carry out regular team meeting/briefings to ensure company messages and strategy are delivered and understood by your team
- Hold regular structured one on one meetings with team members and prepare and follow through career development plan with each member
- Identify, define, and implement policy and procedures for the enhancement of the AROC Operation under direction of the Operations Manager
- To provide day to day support of the team, monitoring performance, coaching and mentoring
- To take ownership of escalated service situations where customer satisfaction is compromised or our contractual obligations are unlikely to be met, working with the CS Management team to ensure all situations are brought to a speedy resolution and ensuring effective communication takes place throughout the process, keeping the customer informed at all times
- Objectives, including senior executives
- Ownership of the customer care service experience
- Budget responsibility of Time & Material budget
- Lead, develop and retain co-workers within own department
- Strengthen the values of doing successful business decisions every time

Qualifications for customer care team

- Preferred 2 or more years of experience with Health & Welfare and Defined

risk assessment) · Experience utilizing CFE, KNOVA, and Total view applications · Advance experience utilizing Microsoft application · Ability to manager 12-20 customer care representatives

- Speak German and English fluently
- Continually build relationships at all levels across the business
- Adapt to change pretty quickly
- High school graduation or equivalent AND two years of full-time office experience
- Demonstrated experience providing excellent customer service, responding to client inquiries tactfully and in a timely manner