



Example of Customer Care Team Job Description

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Our growing company is looking for a customer care team. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer care team

- Conduct all CMC/FSC/ASC training regarding systems (i.e., Admin, CARMS, Informix, MasterMind, Telmar, Document Manager,) soft skills (i.e., customer service skills), and center-wide policies and procedures
- Partner with technical writer team and local Subject Matter Experts to develop and update training materials to achieve performance improvement and external customer satisfaction
- Responsible for ensuring a high quality and productivity of the respective team
- Accountable for succession planning through the development of their respective team members
- Contribute to a positive team environment and provide regular ongoing feedback, including performance reviews
- Train and develop your team to consistently drive excellence through their feedback and observations to the business
- Carry out regular calibration sessions with your team and other Customer Care locations to drive global consistency
- Provide team performance feedback to Lead Consultants and Brand Managers as appropriate
- Develop and execute a customer centric organisation and culture
- Develop and deliver on our most important customer journeys

Qualifications for customer care team

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

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

- Demonstrated ability to produce accurate work with a strong attention to detail
- Able to function within a complex regulatory environment
- Ability to positively support the organization, applicable policies, and management decisions
- Develop and manage a first class customer support experience
- Actively contribute to develop the customer relation, the service organisation and the way we are working