



Example of Customer Care Team Job Description

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Our growing company is hiring for a 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

- Supervising and delegating the team workload to optimize service and administrative support of our Contact Center
- Ensuring the team adheres to procedure for each service request, including logging, processing and progress chasing inquiries, following agreed key performance indicators, service level agreements and quality standards
- Hire, discipline and counsel associates
- Performance reviews and salary recommendations
- Training with administration staff on all facets of Informix and/or CARMS based job duties and time constraints involved
- Act as a liaison between administrative support and senior management regarding work volume/accomplishments
- Review and approve requests for account adjustments, customer refunds, vendor invoices, office supplies
- Review all DMS accounts for escalation or resolution by default
- Build effective relationships with external stakeholders agency suppliers, trade unions
- Post segregation plus sending post to the customers

Qualifications for customer care team

- 2-4 years student loan experience, preferably in a call center environment
- Must be proficient in the Windows environment

- Worked as a manager in similar roles
- Good financial and legal understanding analytical skills combined with the ability to get involved in technical and contractual issues
- Worked within a customer centric organisation