



# Example of Customer Care Team Job Description

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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

- Communicate Corporate/Claim Department goals and objectives as they relate to the office and team
- Foster an environment which supports and motivates team members to develop technical and interpersonal skills
- Increase team productivity, flexibility and knowledge to respond rapidly to changing business needs
- Monitor staff performance by using real time management and historical data information in order to achieve Key Performance Indicators
- Liaise with Account Managers/Business Operations to maintain and improve Agent Satisfaction within the region
- Reduce costs for Shareholders by monitoring and managing Support Specialists KPIs and EDAs
- Work on projects which will improve our efficiency and eliminate unnecessary volumes coming into the centre
- Implement and enhancing Reward and Recognition programs in order to improve/maintain employee satisfaction
- Recruit and select talented and customer- focused candidates to work within the organization
- Support, assist and train Support Specialists in handling difficult customer issues

## Qualifications for customer care team

- Capable to work in an IT driven environment (SAP knowledge will be an asset)
- Good command of English (at least CEFR B2 level)
- Good command of Italian (at least CEFR B1/B2 level)
- Strong interpersonal and communication skills, emotionally mature and ethical
- Experience and/or knowledge of the mortgage industry preferred but not required