



Example of Customer Communications Job Description

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

Responsibilities for customer communications

- Receive and resolve customer complaints and emergency situations, determine the correct route for resolution and escalate high level issues to the proper authority when necessary
- Provide ongoing communication to the customer with regard to status and actions of any work requested by the customer
- Input work orders into system and dispatch jobs to the proper person or department for resolution
- Identify and anticipate customer problems and determine level of urgency needed for customer satisfaction and timely completion of order
- Understand and be aware of products and services utilized by each customer the availability, limitations and skill set of the technician base
- Document all account activity, including labor hours, and provide documentation to management for inclusion in site book
- Update all system notes for customer status and satisfaction
- Collect all paperwork associated with jobs including work orders from technicians on a weekly basis
- Keep management informed of large, unusual or pressing jobs
- Ensure that technicians adhere to STI policy and procedures regarding time reporting and coding off jobs

Qualifications for customer communications

- Creating and driving a pro-active program of external relations initiatives including press conferences, media announcements, executive interviews, building tours, trade shows CeBIT, IFA), thought leadership events, by-lined article placement
- Writing strategic easy to share content that influences stakeholders and generates excitement such as customer announcements, executive briefing materials, blog posts, photos, videos, GIFs, and social tiles
- 8+ years' experience in Communications, or equivalent combination of education and experience
- Strong interpersonal skills and ability to manage across different work styles
- Knowledge of the insurance industry (preferred)