



Example of Customer Contact Job Description

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Our growing company is looking for a customer contact. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer contact

- Act as the escalation point for complex issues by conducting thorough investigation and providing resolution/recommendation to internal/external clients team members as applicable
- Co-ordinate mass client communications
- Providing resolutions for an extensive range of complicated problems
- Sharing your love and expertise of our coffee brand
- Delivering 5 star customer service to our Customers and Club Members
- Welcoming and introducing new customers to the Nespresso brand
- Being the first point of contact for orders, machine repairs and general enquiries
- Capturing all relevant information to support a successful customer experience across all points of contact
- Conducting customer service interactions with a first contact resolution philosophy and taking ownership of member complaints
- Leverage data and analytics expertise to ensure right products at the right price to meet customers' needs

Qualifications for customer contact

- Outstanding written/verbal/interpersonal communication skills (English)
- Practice English and depending on its environment foreign languages
- Hands-on experience with online communities and social networking sites in a professional capacity, including Twitter, LinkedIn, Facebook, and YouTube account management social media analytics

- Manage multiple stakeholders and guiding analyst and senior analysts in providing quality outputs on multiple projects
- Ensure compliance to risk policies (operational and business) – BCM, info security, access control, RACA compliance