



Example of Customer Contact Job Description

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Our company is looking for a customer contact. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer contact

- Provide and ensure high level of customer service by developing and maintaining a strong relationship with internal and cross Opco front line personnel in various operation divisions senior and executive management
- Provide pricing, routing information, tracking and tracing of ocean and air import and export freight shipment status to internal or external customers on an individual or report basis
- Thorough knowledge of customs and other governmental agencies laws, regulations and procedures
- Take personal responsibility for delivering both new business and mortgage reviews for our new and existing customers with our team of dedicated Mortgage Consultants
- Monitor personal performance ensuring activity levels and conversion rates are achieved
- This is a telephony based position within a contact centre environment
- Responsible for supervision of associates, which includes, but is not limited to, supporting new and existing associates by monitoring volume, giving timely feedback, and researching difficult requests
- Supports hiring, development and performance management of staff
- Assist in design and operationalize a strategy for a coordinated customer centric contact approach (inbound and outbound) across multiple channels and touch points (RADAR, Email, DM, Phone, My Spend, Contextualized Offers, trigger based messages, alerts)

Qualifications for customer contact

- Excellent written and verbal skills to communicate with team members, management, customers, counselors and other employees of the organization
- Minimum 3 years of project experience
- Minimum bi-lingual (Polish & English is required)
- Ability to use office equipment, fax, copier
- You have working knowledge of Networking industry, products and protocols
- Be customer focused and have experience of working within a customer service environment