



## Example of Customer Contact Job Description

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Our growing company is looking to fill the role of 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

- Lead cross-business, cross-channel contact council working group (Canadian Contact Council) for ongoing communications, guidelines, processes, monitoring, and measurement, including cross-border alignment
  - Support Customer Care in the development, management and implementation of short and long term strategic initiatives, processes and projects designed to assure the highest levels of customer service, maximize profitability and achieve ComEd/Energy Deliverys reliability and customer retention goals
  - Serve as SPOC for strategic issues and projects for Customer Care
  - Manage, direct and develop strategic action plans for direct reports
  - Responsible for the leadership of operations Quality Assurance processes, Project management and Process Improvement initiatives
  - Monitor, analyze actual statistical measures of Customer Operations performance and recommend methods for improvement
  - Develop and maintain an environment that fosters a high performance culture and a learning organization
  - Meets contact center financial objectives by estimating requirements
  - Establish, review, and update processes and behaviors for associates to identify, respond to, and resolve consumer issues on the first contact in a manner that builds customer loyalty and brand strength
  - Motivates and leads a team of on-site and remote staff
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- Have a good degree of empathy and excellent people skills with a natural curiosity to help you quickly understand members' problems and potential solutions
- Selling Frontier products and services by negotiating service order requests from customers for installation, change or removal of telephone service
- Discussing billing inquiries
- Normal work hours are Monday - Friday, 8am - 8pm and Saturday – 8am - 6pm, with occasional overtime throughout the week
- Reference checks, drug screens, and background checks will be conducted upon offer of employment in accordance with any applicable laws
- A passion for creating exceptional, customer-focused experiences