



Example of Customer Contact Job Description

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Our innovative and growing company is looking to fill the role of customer contact. 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 contact

- Researches questions and issues involving production BI solutions
- Works independently on assigned tasks with minimal assistance
- Demonstrates understanding of business processes so that reporting gaps can easily be identified and filled, understands how data can drive iterations of reports as consumer activity is trended
- Actively participate on panels, committees and teams which interface with marketing, distribution, operations, finance, to drive overall business results
- Motivate and manage staff to meet and exceed service goals and increase productivity while driving down unit costs
- Work with managers and other officers across the group to ensure consistency and uniformity of practices between departments and locations
- Coach and develop leaders to cultivate employees, including improving work performance, career development
- Funnel improvement efforts
- Win backs
- Addressing customer lifecycle needs

Qualifications for customer contact

- 2 years of Secretarial/Administrative Assistant experience
- 2 years experience with word processing and spreadsheet software (ie
- 2 years experience with email applications (i.e., Lotus Notes, Outlook)

- Demonstrate history of achieving and exceeding sales targets / goals