



Example of Customer Experience Representative Job Description

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Our innovative and growing company is searching for experienced candidates for the position of customer experience representative. 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 experience representative

- Own customer issues and escalate to appropriate channels when needed
- Bring a flexible mindset - our team relies on each other to cover and/or switch shifts to meet the needs of our customers and quickly adapt to changes in product and process
- Provide world-class service to our event organisers and attendees via phone, email, and chat from over 180 countries worldwide
- Bring a flexible mindset - our team relies on each other to cover and/or switch shifts in order to meet the needs of our customers and quickly adapt to changes in product and process
- Enjoy a competitive compensation and benefit package
- Be our German language expert and provide world-class service to our event organisers and attendees via phone, email, and chat from over 180 countries worldwide
- Follows established troubleshooting procedures, including use of appropriate resources and desktop tools
- Uses multiple tools and systems (billing systems, knowledge base, technical tools,) and apply information to customer situations
- Acts as a product consultant, articulating product features and benefits and making recommendations based on customer needs/interests
- Interacts with customers via telephone to assist with a variety of customer

Qualifications for customer experience representative

- Effectively communicate Connected Commerce and the Six Strategic initiatives that are integral to customer success
- Professional demeanor, diplomacy, and attention to detail
- Bachelor's Degree, preferably in Sales, Marketing or Business
- Knowledge of banking and retail market segments and the key issues faced by executives today related to expense management, operational efficiency, channel management, and revenue growth
- Ability to speak effectively in front of executive-level customer audiences
- Possess experience with CRM software, such as Salesforce to track opportunities