



Example of Customer Experience Representative Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking for a customer experience representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer experience representative

- Track order status of overall order process with highlights in shipment/delivery of the right products and documents, follow up for smooth delivery of products to customers and identify late shipments
- Identifying trending issues and providing thorough research and documentation of findings
- Coordinating with teams across the business to relay information
- Identifying problems and customer pain-points
- Works under routine supervision
- Books loads tendered from customers, trace loads as needed
- Use electronic equipment, posts information on available trucks and capacity for specific regions
- Acts as the "go to" for major accounts
- Coordinates with other branches to provide solutions for customers
- Consistently delivering a high level of quality and service to our customers

Qualifications for customer experience representative

- At least one year experience in the Raynham CSC
- Ability to multi-task and complete tasks in a professional and timely manner
- 3 years of experience in supply chain organizations with customer focus
- Knowledge of international trade techniques
- Demonstrated aptitude and love for providing exceptional customer service -

- Bachelor degree in logistics or international trade, or previous experience in supply chain organizations with customer focus