



Example of Customer Operations Specialist Job Description

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Our company is looking to fill the role of customer operations specialist. 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 operations specialist

- Provide technical user support and customer service
- Respond to questions from callers
- Follow standard Operational and Help Desk operating procedures
- Be familiar with available Technical and Help Desk resources
- Proactively build value and enhance internal customer relations during every interaction by probing to understand business needs and current level of satisfaction
- Order Management - Ensures complete and up to date account and order detail
- Communication - Demonstrates proactive and timely communication to internal stakeholders
- Product Knowledge – Gain proficiency and knowledge of our products and services
- Responsible for the daily coordination of fulfillment issues related to Customer Service Agreements, Time and Material, Component Repair and Accessory shops
- Work closely with the shop to resolve issues, represent customers in production meetings, and communicate status to the customer

Qualifications for customer operations specialist

- Experience in Temperature Control Transportation
- Outstanding collaborative and customer service skills with proven ability to interact effectively with management, field-based teams, vendors, partners, and peers
- Experience in managing Customer Master Data processes and systems, preferably in a healthcare setting
- Proven experience working in a customer-oriented, fast-paced environment