



Example of Customer Operations Specialist Job Description

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Our company is hiring for a customer operations specialist. 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 operations specialist

- Contribute to business development initiatives to grow our practice
- Manage resources on client projects
- Contact Center operations expert
- Ability to determine when and how to modify and re-set plans based on newly gained information
- Guides customers through training documents
- Serve as a primary telephone, email and fax contact for all customer inquiries
- Process all clinical trial, technical and free of charge orders in an efficient and expedient manner, interfacing with respective internal departments and providing documentation as required
- Responsible for the development and tracking of account requirements and special situations
- Assist with consignment management process by processing orders when requested by Manager
- Interfaces and coordinates with designated Event Management and Agency partners, and Advisory Board business team lead for decision making on meeting logistics, venue

Qualifications for customer operations specialist

- Provide technical or general support, following an inbound email or phone

- Supports and manages issues that are recorded and tracked via an issues register and raised in accordance with a customer performing UAT (User Acceptance Testing)
- Continuously develop knowledge of all relevant MPGS products and versions
- Communicate with Team Leader, Merchant Operations to confirm workload status and details of key issues
- Adhere to best practice in all functions
- Meet or exceed 90% customer satisfaction levels