



# Example of Customer Operations Specialist Job Description

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Our company is growing rapidly and is looking for a customer operations specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer operations specialist

- Proactively look for ways to improve our service and to better serve our customer
- Release customer orders and change requests (pooling, resourcing, shipment origin change request, etc) to ensure shipment within 48 hours of receipt
- Provide day to day management of customers' accounts to ensure that a professional and interactive relationship is developed and maintained
- Ensure proactive steps are taken to optimize sales plans, maintain target inventory and meet other metric goals
- Proactively monitor and analyze sales forecast to identify gaps between supply and demand
- Maintain Contract pricing and direct quotes where applicable
- Collaborate closely with internal partners for operational efficiency
- Be the focal point for customer related issues /escalations
- Identify and strive for continuous improvement including the establishment of global best practices for customer support
- Remain knowledgeable about all organizations products and services to support sales efforts

## Qualifications for customer operations specialist

- Meet or exceed customer specific SLA's (Service Level Agreements)
- Tracking of all time spent on support cases

- Adhere to the Escalation procedures, ensuring internal and customers SLA's are met at all times
- Monitor production systems, networks and applications escalating issues to the appropriate channel as required
- Administer general integration code support to internal and external customers