



Example of Customer Operations Specialist Job Description

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Our innovative and growing 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

- Supports interactions
- Monitors function goals, operational execution, budget, and compliance
- Formally supervises and coaches a large group/team, or several Leaders/Consultants at all-skill levels
- Oversees execution of end to end internal consultation and client service request resolution processes
- Accountable for operational support within vertical and drives cross functional (e.g., with Product and Tech) discussions to share insights on operational customer interactions, customer perspectives, and opportunities for improvement
- Works independently to research exceptions that hit general ledger lines
- Daily interactions with internal customers via email and telephone
- Tracking the full lifecycle of all Professional Services bookings
- Collaborating with Sales teams to plan onsite implementations
- Coordinating installations worldwide, with a focus on domestic engagements

Qualifications for customer operations specialist

- Represent MPGS on external pre-sales enquiries
- Perform and co-ordinate pre and post implementation testing and provide feedback to implementing customer piloting programs

- Manage issues to ensure customer expectations are met regarding MPGS deliverables
- Facilitate the management of technical support issues to ensure they are resolved in accordance to contractual terms and conditions, severity or set procedures