



# Example of Customer Relations Representative Job Description

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Our innovative and growing company is looking for a customer relations representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer relations representative

- Evaluates customer or dealer requests for assistance on Yamaha products
- Performs various administrative tasks or special assignments within the department as needed
- Assure retention of diplomates through 1 month, 3 month and 6 month recertification reminder notices
- Handle customer complaints and escalation requests related to administration errors and requests for change in equipment and service product orders
- Follow up with customers on resolution of issues until satisfaction is reached (measured via satisfaction KPI's)
- Lead all customer relations activities by example and use your natural ability to influence others towards a desired outcome
- Update sales and service administrative documentation (price lists, product definition, key account, pick, league table) as required in collaboration with North America Brand Manager, and North America Service Manager
- Update and publish administrative information to the business
- Process critical sales orders for equipment, service work and parts
- Monitor and manage unprocessed service calls to ensure maximization of invoicing for each week

## Qualifications for customer relations representative

- Build appropriate rapport with customers
- Patiently and attentively listen to client needs
- This position may require frequent travel
- Monitor and manage rentals, loans and refurbishments via the equipment inventory portal