



# Example of Customer Relations Specialist Job Description

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Our company is growing rapidly and is looking for a customer relations 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 relations specialist

- Positions supporting international affiliates require working hours based on coverage required per time zones associated with supported countries, including US holidays
- Research, and respond to all routine inquiries, requests, and concerns received from plant personnel and others regarding URC programs, milk quality and delivery, customer service/satisfaction issues, industry news/events, and DFA policies/programs
- Research emerging trends/regulations/issues that may negatively impact DFA's ability to serve the assigned customers efficiently and profitably
- Distribute Customer Care Scorecards, URCs and specialized quality reports
- Participate in management meetings and special project assignments as directed
- Continuously work to increase expertise in milk quality/marketing/pricing, dairy product processing, food safety systems, logistics and business process improvement through self-study, participation in industry and agency meetings, formal training and inter-departmental discussions, assignments and projects
- Ownership of every element of the inventory process
- Provide backup coverage on multiple accounts for other CRS's when they are out of the office
- Manage service issue resolutions

## Qualifications for customer relations specialist

- A minimum of an Associate college degree or equivalent customer relations/service experience is required
- A minimum of 2 years of direct customer service/relations experience is required
- The ability to write, read, and speak fluently in English, and Portuguese is required
- This position will be located in Jacksonville, FL and require up to 10% domestic travel.1144170515
- Bachelor's Degree or equivalent in agri-business, agricultural economics, business, marketing or a closely related discipline
- Three years of experience in customer relations, sales, or marketing role in a business environment preferred