



# Example of Customer Relations Job Description

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Our innovative and growing company is hiring for a customer relations. 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

- Take a proactive approach within their teams with respect to managing and dealing with any variations in workloads
- Ability to convey empathy, understanding and decisions in a comprehensive, concise and complete manner in writing where required
- Ensure a proactive approach is taken with respect to maintaining their knowledge of their respective Brand products
- Adherence to the use of SPOC (single point of contact) processes when needing to escalate customer cases to the Service Network
- Participation at aged case reviews to ensure the timely resolution and necessary escalation of cases where appropriate
- Take a proactive approach to escalating unusual contact activity and reasons, hence support the provision of insight to the client
- Where appropriate provide coaching to the network / customer to prevent unnecessary future contacts being made to the Customer Service Centre
- Onboarding customers system and product training
- Generate reports from various systems to identify both customer and business opportunities
- Represent Domain Group, strive for excellence and socialise all feedback to the team

## Qualifications for customer relations

- Bachelor's degree with major course work in a discipline related to the requirements of the position is preferred
- The individual needs to be able to work in a dynamic environment while ensuring a high level of customer service is delivered to both external and internal customers
- High School Diploma / GED or equivalent combination of education and experience is required
- Must have strong written and verbal communications abilities
- Identify sensitive issues and collaborate with the appropriate stakeholders to create a response