



Example of Customer Representative Job Description

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Our innovative and growing company is looking to fill the role of customer representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer representative

- May provide data summaries in basic Excel spreadsheets
- May work on other duties as assigned (e.g., ordering fuel, updating the book of preferred vendors, inputting building requests and alarm information) when not on the phone
- The Work Environment Center (WEC) is a 7x24x365 center - First contact for Disaster Recovery situations
- Initiates conference call bridges to involve all parties necessary for resolution of disaster issues
- Responsible for necessary CRE escalations to upper management
- WEC backs-up Fleet for emergencies after hours
- Receives calls from the client and other personnel requesting service for a vehicle or a client property (land, facilities or environment)
- Interacts and/or dispatches vendors and/or contractors regarding work/service orders. This interaction occurs primarily over the telephone, but also via email, the web, and facsimile
- Inputs, processes, edits, and closes repair and work/service orders, utilizing the appropriate codes
- Determines what action should be taken and who the preferred vendor(s)/contractor(s) is/are

Qualifications for customer representative

- Able to comply with flexible working hours

- Min 1 year experiences in Ocean Freight operations is a must
- Command of export /import shipping process
- Preferably experienced in SOFT program