



Example of Customer Service Assistant Job Description

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Our innovative and growing company is looking to fill the role of customer service assistant. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service assistant

- Delivering proactive customer service, you will track shipments and notify customers of relevant deviations from the transport plan, including potential solutions or alternatives
- In addition to attending to customers enquires about the company products, services and
- Focus on providing solutions for customers quickly and efficiently (via telephone and email)
- Always putting the customer at the heart of all decision making and response handling, ensuring all queries are dealt with in a positive and proactive manner
- You will utilise your in-depth knowledge of bathroom products and support services to provide a quick and efficient response handling
- Recommend opportunities to improve the service we provide to our branch colleagues so we fulfill the brand promise and never let a customer down
- Provide support to the website helpdesk as and when required
- Invoice incoming work from the field technicians
- Provide phone support during lunch hours and when shortly staffed
- Communicate with district admin staff regarding incomplete work \ missing information

Qualifications for customer service assistant

- You will be FCA regulated to be targeted on the sale of value added products at the points of delivery
- Ability to communicate on all levels via various mediums, phone, fax, direct, email
- Maintain a production goal of 100 invoices per day
- Have the ability to pursue set targets and develop constructive working relationships
- Work on your own initiative in a busy environment