



# Example of Customer Service Assistant Job Description

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Our company is hiring for a customer service assistant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service assistant

- To assume the role of sales assistant and cashier
- To handle EPP, ZIPP, voucher purchase
- To answer telephone calls
- Product consultant and explanation
- After sales service and advice
- Sale & promote products
- Ability to handle difficult situations encountered with ABOs
- Order acceptance and entry in ERP System
- Acceptance of telephone calls, coordination and forwarding as needed
- Order of all necessary marketing material

## Qualifications for customer service assistant

- Have confidence in learning and using a variety of computer systems at work
- Minimum SPM with at least 3 years relevant experience
- Supervise a customer service team
- Have good command of BM & English
- Support for Sales team regarding order processing
- Cooperation with internal departments