



Example of Customer Service Assistant Job Description

Powered by www.VelvetJobs.com

Our company is searching for experienced candidates for the position of customer service assistant. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer service assistant

- Manage additional freight charges that should be billed to customer
- Assist Customer Service Reps with customer orders to ensure that all shipments are made on-time and to the customer's satisfaction
- Maintain customer requirement records accurately in order to meet all customer specific requirements
- Interact with shipping terminals, salespeople, billing, freight carriers and production to resolve customer problems
- Perform clerical and administrative duties for the Customer Service Department to assure efficient operations
- Perform other duties as required to ensure efficient operations of the Customer Service Department
- Transfer calls to appropriate department
- Provide company information to customers
- Take orders for products
- Assist with other office duties as assigned

Qualifications for customer service assistant

- Demonstrated related office experience required, Truck Metering System experience preferred
- Proficient with PC and various software applications (Word, Excel)

- Create a positive impression of the company through interactions with customers
- Previous experience working face to face with customers and in an office setting is a must
- Researches customer issues and inquiries in support of customer service staff members