



Example of Customer Service Assistant Job Description

Powered by www.VelvetJobs.com

Our innovative and growing 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

- Supports logistic and storm restoration activities as assigned during outage events which may require after hours support and extended support for major storm events
- Maintains records associated with safety, ergonomics, training, and other Company programs and initiatives
- Serves as a point of contact for coordination of communication with the assigned work group on a daily basis, routing messages as necessary to ensure prompt and professional response to peers, customers, and constituencies
- Other assigned duties as necessary within the scope and consideration of minimum job requirements
- Manage Customer orders , keep contact with customers via email, telephone
- Register new orders in ERP system
- Drive production planning with plants
- Keep contact with sales representatives, getting and giving information about orders, issues, problems, possibilities
- Manage daily deliveries to customers keep contact to Freight agents, create delivery schedule, manage daily deliveries to clients
- Manage customer claims, and invoices

Qualifications for customer service assistant

- Flexible in terms of change management

- Assisting in preparing presentations, including online and video
- Secretarial services to the department including traveling arrangements
- Management of spare part