



# Example of Customer Service Assistant Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is looking for a customer service assistant. 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 service assistant

- Draft communication templates to clients
- Ensures that the proper tracking and paperwork for compliance and audit
- Works with internal and external departments to coordinate communications
- Update and enter data into CRM
- Knowledge of online bill pay and processing payments
- Utilize excel for tracking
- Performs activities to expedite urgent matters to the proper team
- Receives payments and tracks all updates
- Ensure all clients and managers have proper paperwork, including contracts
- Monitors reports to ensure that all information is correct and updated as necessary

## Qualifications for customer service assistant

- Knowledge of SAP or previous database
- Must be eligible to work in United States and not need sponsorship now, or in the future
- To update order backlog with new/changes prices as per provided business guidelines
- To liaise with sales, finance and/or product managers to resolve any price maintenance issues in a timely manner to enable on time order entry and deliveries/invoicing

- Locate any and all information needed by the Senior Customer Advisor/Customer Advisor to allow them to resolve any patient account inquires