



Example of Customer Service Consultant Job Description

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Our innovative and growing company is looking for a customer service consultant. 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 consultant

- Clearly and succinctly describe the repair recommendations and options
- Provide detailed notes to include all conversations and actions taken with customers and or Service Centers
- Obtain RMA for electronics, if applicable, consistently follow up on the status to obtain the repair estimate cost
- Support required processes for the Discrepant Materials Notices (DMNs) and Quality System
- Investigate and resolve service contract issues
- Investigate and process approved credits and rebills
- Escalate customer service issues to Supervisor, Regional Service Manager, and appropriate Sales Rep
- Make appropriate judgment with regard to service courtesy discounts (\$100 maximum)
- Perform other duties as assigned by the Supervisor or Manager (including, in Field Service Centers, shipping and receiving tasks)
- Ensure that turnaround time requirements are met

Qualifications for customer service consultant

- Ability to exercise proper judgment
- Must be self motivated and committed to providing excellent customer

- Must demonstrate excellent written and verbal communication skills for listening, understanding, problem solving and taking appropriate action
- Assist with investigating User Requests for service
- Make outbound calls to the customer if more information about their request is required or direct that task to a Technician (applicable outside the NSC), if necessary
- Review the Service Order and consult with other Service Consultants, Lead or Senior Technicians, Supervisors, Regional Service or Production Managers to ensure their ability to discuss the repairs should the customer have questions or concerns