



Example of Customer Service Consultant Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking to fill the role of customer service consultant. 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 consultant

- Ensure that all Discrepant Material Notices (DMNs) are processed properly
- Coordinate with NSC on DMNs issued for repairs (as applicable) and involved management if required
- Support other Service Centers with their inquiries and investigations, as necessary
- Provide overflow support to other locations as necessary
- Escalate customer service issues to the Supervisor, Repair Operations
- Make appropriate judgments with regard to service courtesy discounts (escalate as required), repair and factory warranties
- Regularly updating the customer with the progress being made towards resolution of their incident
- Commit to being there" for our customers and share our dedication in striving to deliver world class
- You must be able to commence employment on Monday 1st May 2017
- The ability to take ownership and solve customer enquiries

Qualifications for customer service consultant

- Minimum of one year experience in an Associate Service Consultant capacity is required
- Minimum of three years experience in customer technical service, or related field preferred

acquired through hands on training

- Ability to use computers and corporate business software is essential
- Ability to learn additional applications as required to support the business
Strong organization, prioritization and investigation skills is necessary
- Ability to multi task in a challenging environment is preferred