



# Example of Customer Service Consultant Job Description

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Our growing company is looking to fill the role of customer service consultant. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer service consultant

- Receive inbound calls from new and existing customers, assisting with their banking needs
- Cross-sell products and services by proactively discussing beneficial options
- Contribute to the achievement of individual and team sales targets and KPIs
- Re-direct Reception calls to internal customers and Retailers
- Provide support to our internal teams and Retailers to meet customer needs
- You must be able to commence employment on Monday 6th November 2017
- Provide an outstanding experience by taking inbound calls from customers, financial planners and brokers
- Develop and maintain an in-depth knowledge of products and services including home loan and deposit products
- Communicate in a manner that can easily be understood
- Generating leads for our F&I managers

## Qualifications for customer service consultant

- Strong organization, prioritization, and investigation skills are preferred
- Ability to multi-task in a challenging environment is a must
- Minimum two year degree or equivalent experience in technical electronic field is preferred
- Ability to exercise proper judgment and conduct one self and work in a

- Must demonstrated excellent written and verbal communication skills for listening, understanding, problem solving and taking appropriate action
- Adherence to standards by following contact centre processes and guidelines