



Example of Customer Service Consultant Job Description

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Our growing company is searching for experienced candidates for the position 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

- Working with the Diary Management Team and/or the Central Customer Services Team to ensure the quality and controls of the department are maintained and that all internal procedures are fully operational, paying particular attention to information security
- Working to build strong and fruitful relationships with fellow team members within the Diary Management Team (DMT), Central Customer Services (CCS) and Technical Services (TS) to enable all cases to be dealt with proactively and in unison
- Pursues work with energy and a strong accomplishment orientation
- Answer and respond to inbound calls from customers requesting cancellation in service, billing inquiries and available discounts on client products and services
- Following predetermined call flows to provide information to the caller(s), building rapport
- Ask discovery questions regarding customer needs and wants and presenting solutions to save customers from disconnecting service
- Upsell and cross selling additional products and service to provide the best value to client customers
- Support Client key products and services including TV service, Internet, Home Phone and Wireless sales
- Assist customers with any queries they may have in a clear and concise manner

Qualifications for customer service consultant

- This position is located in Mississauga, 4715 Tahoe Blvd
- Bachelor's degree in engineering with at least 2 years' relevant owner direct sales experience
- Knowledge in HVAC system, Chiller Plant, Airside, Energy Services and Building Services will be an added advantage
- Driven to delight the customer with options/offerings to meet their needs
- 1 year or more Claim processing experience
- Experience in a production environment (Phone and Email Queue)