



Example of Customer Service Consultant Job Description

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Our innovative and 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

- Establish proactive contact and interaction with PPG customers providing accurate information on stock availability and delivery enquiries
- Maintain close liaison with other departments including production and warehouse
- Convey all other customer enquiries onto appropriate PPG personnel located at Head Office or State Offices as appropriate
- A supportive team environment- All efforts are collective, so you are never alone
- Top-notch paid training- A chance to learn and earn
- Unlimited advancement opportunities- Your career development is never-ending
- Analyzing payment history/notes and clearly communicating account statuses to customers
- Recommending appropriate solutions to customers by analyzing their accounts and negotiating acceptable collection arrangements
- Promptly report/refers sensitive and complex issues to the Team Leader
- Documenting all activities in accordance with established procedures in a clear and concise manner

Qualifications for customer service consultant

- Claim processing experience preferred
- You're a high achiever with the ability to self-manage and demonstrate personable accountability, effective collaboration in a team environment
- Ownership & accountability of work and goals
- Can easily navigate systems