



Example of Customer Service / Customer Operations Job Description

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Our growing company is looking to fill the role of customer service / customer operations. 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 / customer operations

- Manage and audit the agent processes, agent knowledge base and agent communication process
- Review customer service contracts renewal process
- Understand the individual process steps and different scenarios
- Processing performed accurately by you as per approved Process/Procedure manuals within agreed Turn Around Time/SLAs
- Support process training and knowledge sharing within the team
- Interface with other teams to customer requirements
- Quote and bill service contract renewals
- Act as EFA subject matter expert for integration team meetings
- Leading and developing associates and team manager(s)
- Communicating policies to associates and become the primary information source for staff

Qualifications for customer service / customer operations

- Strategic/critical thinking
- Driven and hardworking
- Training experience with at least 2 years of experience designing and creating training programs/content, preferably in the retail service industry
- 3-5 years of experience in customer contact
- Ability to drive insight from data and summarize analytical output in

- Excellent analytical skills, supported by very strong attention to detail and accuracy above all else