



Example of Customer Service / Customer Operations Job Description

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Our innovative and growing company is searching for experienced candidates for the position of customer service / customer operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer service / customer operations

- Support management in the daily operation of the department and assists with employee training and evaluation
- Ensures that all Quality standards are met and that processes are adequately documented/adhered to ensuring compliance with the local Quality Management Systems
- Review CSS processes and ensure the process is followed as outlined for CSS daily roles and responsibilities for order processing and Distributor account management
- Drive cost productivity and department efficiency improvement
- Provides logistical support and understands the function of ground service equipment (GSE)
- Plan required resources and investments in order to achieve operational excellence in line with customer expectations and service level goals
- Ensure the building of business competence by supporting managers in setting and working on relevant goals and agreed development plans
- Lead Service Delivery / call center calibration meetings to meet Quality of Service objectives
- Provide strategy and direction to 3rd party service providers
- Develop and evolve agent incentive plans to drive agent behaviors in line with EAN / GCO contact center performance metrics

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- Participate in wider customer service projects and initiatives
 - Strong collaboration and team player skills
 - Organization, manage complex issues within functional areas of expertise, be involved in long-term
 - High School Diploma(CXC, GCE, SSC) or GED required
 - High School Diploma or GED/CXC/CAPE(Mandatory English A or B) required
 - Experience in customer service and associated fields