



# 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. 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 / customer operations

- Review processing errors and customer complaints to identify trends and training needs
- Own, manage and supervise the risks which exist in the business area, ensuring mechanisms are in place to identify, report, manage and mitigate risk within a defined Risk Appetite, working in conjunction with the 2LOD
- Resolve operational staffing problems during tour of duty including assigning extra hours or when possible release employees early
- Spend majority of time interacting with employees
- Knowledge of agent and fleet service clerk work rules to conduct coaching/counseling sessions when agents/fleet service clerks do not follow appropriate procedures related to manning assignments
- Document employee performance using Peak Performance through Commitment (PPC)
- Encourage employee teamwork to generate and implement individual and team's best ideas
- Coordinate with all departments to ensure operational needs are met to achieve and assure a safe, efficient, economical and on-time operation with efficient utilization of personnel within a pre-established headcount budget
- Supervise employees who scan, transport, and sort mail, and who load and unload mail to and from ground equipment and aircraft

## Qualifications for customer service / customer operations

- Ability to work non-standard shift hours that could include Saturday and Sunday
- U.S. Citizenship or Lawful Permanent Residence status may be required for some projects in which case, verification of such status will be required upon accepting employment
- Must be willing to take a pre-employment drug screening test
- Must be willing to undergo comprehensive background and/or fingerprint checks to satisfy security requirements, if applicable
- This position is responsible to identify reasons for customer dissatisfaction and perform analysis on case basis as per predefined guidelines
- This position is responsible to provide end to end complete resolution to customer concerns