



Example of Customer Service / Customer Operations Job Description

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Our innovative and growing company is looking to fill the role of customer service / customer operations. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service / customer operations

- Identify and deliver process improvement initiatives improving customer experience and efficiencies
- Must use company computer system to enter customer orders and process vendor purchase orders
- Supporting the Head of Department in drafting board papers and regulatory responses
- In conjunction with the relevant Commercial team and the Implementation team, responsible for the implementation of new customers into the relevant Solution Team and for ensuring that proper internal/standard procedures are established and managed through any related hyper-care in conjunction with the Customer Service Office Implementation Managers
- Respond, troubleshoot, and coordinate all customer service escalated issues to ensure the highest level of customer service
- Serve as a point of contact for all high level product launches to assist with a smooth rollout and execution of customers' orders
- Maintain strong communications to Product Managers and Leadership]
- Identify a peer within the team when needed to partner for order processing and customer follow up
- Collaborate with multiple departments and management levels to determine reporting, data collection, analysis methodology and tools
- Review all reports that relate to customer service to ensure customer orders are processed in a timely manner

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- Previous experience with the vendor management a plus
 - Comfortable working in a fast-paced, deadline drive environment
 - Bachelor's degree or equivalent level of professional experience
 - Series 7 or Insurance license preferred
 - Self-starter with high level of enthusiasm, urgency, and personal accountability
 - Call Centre Experience in logistics (Preferred)