



Example of Customer Service / Customer Operations Job Description

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Our company is growing rapidly and is looking for a 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

- Assist in identifying data collection and storage requirements for data management and work with the appropriate departments to successfully implement those requirements
- Drive improvement projects within Customer Service focused on streamlining processes and closing gaps on key measures
- Lead effort to standardize processes between Wella and OPI brands
- Manage daily order flows to ensure sales forecast is consistently met
- Lead calls with Sales and Trade Marketing organizations to improve service and communication
- Manage full Customer Service Scorecard and drive action plans independently and through team to meet targets
- Lead monthly communication with external functions on order status and progress
- Manage full capacity plan for team
- Accountable for all order management activities and communication to senior leadership
- Quality Call Monitoring/Evaluation

Qualifications for customer service / customer operations

- High level analytical skills, SQL preferred
- Understanding of the industry and customers

- Extensive operational experience required with large city or hub exposure preferred
- Must possess substantial experience in both RES and DECS modes of Sabre and MS Office applications
- Thorough understanding of FLIFO/weather and tower control procedures is preferred