



Example of Customer Service Lead Job Description

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Our company is searching for experienced candidates for the position of customer service lead. 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 lead

- Coordinates internal and external process Improvements activities to increase customer satisfaction
- Reviews estimates, quotes and sales orders written by the inside sales staff
- Researches and prepares sales orders and quotes for customers and outside sales staff according to the specifications and information provided
- Works at the sales counter to serve in-store customers as assigned
- Works in a safe manner, complying with all company safety requirements
- Treats customers with highest level of customer service ensuring they take precedence over other tasks and responsibilities
- Accurately enters customer orders in business system in a timely manner
- Completes daily and weekly sales order entry reports to include, but not limited to, 24 hour turnaround, number of orders entered, late shipments, and internal/external non-conformances
- Oversee the daily sales order entry performance of customer service staff
- Assist Customer Service Manager with employee evaluations

Qualifications for customer service lead

- Required to have ability to use telephone and other applicable electronic communication equipment
- Required to have ability to use verbal communication with plant personnel and management

- Minimum 18 months of Customer Service experience in the CEC
- Industry experience strongly preferred, minimum of 5 years
- Strong computer skills and efficiency in Word and Excel