



Example of Customer Service Lead Job Description

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Our growing company is hiring for a customer service lead. 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 lead

- Customer advocate with the responsibility ascertaining customer requirements and acting to ensure the requirements are met
 - Responsible for root cause analysis of customer issues including pricing, orders, shipments, service, and a wide number of other issues
 - Responsible for approval decisions for complaint resolution at authorized levels
 - Responsible for the review of all incidents, documentation, metrics, and SOX compliance for all incidents tied to credit memos
 - Train and develop Customer Service Representatives in the department to include new hire training, side by side training, and answering rep questions
 - Act as a contact during customer escalation events, answer escalated customer questions and research and respond to unique customer inquiries
 - Resolve client and/or merchants technical support issues relating to point of service (POS) products, such as but not limited to dial-up card swipe terminals and standard software-based systems, and provide standardized responses by utilizing established documentation and processes and begins to assist clients/merchants with technical support issues not included in the established documentation
 - Ensures customer satisfaction through good customer relations
 - Performs accurate order entry
 - Prepare shipping instructions
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- Bachelor's Degree in Business or 10 years of Customer Service Experience required
- Export / Department of Commerce training a plus
- Basic Microsoft suite of applications
- Knowledge of Uniform Customs & Practice for Documentary Credits (2007 Revision), Export Administration Regulations (EAR) and Code of Federal Regulations 15, Incoterms 2010, preferred
- Knowledge of cultural diversity required
- Bachelor Degree in Business, Logistics related or approved field from an accredited institution required