



# Example of Customer Service & Operations Job Description

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Our growing company is hiring for a customer service & 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 & operations

- Providing high quality confidential administrative support with strong attention to detail to the Operations & Customer Service team
- Organise complex travel arrangements booking of flights/hotels/comprehensive itineraries and visa applications for the Head of Customer Service EMEA and Group Operations Manager, London as necessary
- Support management with the training and development spreadsheet of requirements ensuring it is kept up to date at all times, booking courses either externally or through internal discussions with L&D department and Senior Management team as relevant, ensuring accurate and concise budget management for training and PO raising as required
- Managing the contractor relationships with Smart Sheet and Exhibitor Kit to ensure we make the most out of the software we have available for both Operations & Customer Service Team
- Ad Hoc event specific projects to support the Operations or Customer Service team's onsite
- Analyze and provide clear and concise information to management and front line employees
- Monitor key reports that impact product level and availability to ensure orders are closed in a timely manner
- Determine data collection and reporting methodologies and create databases to monitor customer order and call patterns

information in an understandable and user-friendly format

- Participate in determining data collection and reporting methodologies, and create and manage programs and databases

## **Qualifications for customer service & operations**

- Strong track record in project and program management within a technology context
- High degree of comfort overseeing major projects, leading teams, and working with senior executives
- Is structured
- Willingness to go into details
- Fresher/1 year of relevant experience
- Be aware of changes in trends/policies/regulations as applicable to your business