



# Example of Customer Service Senior Job Description

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

## Responsibilities for customer service senior

- Be responsible for project management and contract execution for all aspects relevant to both external (customer expectations, deliverables, T&Cs, ) and internal (business objectives, reporting and forecasting)
- Process, cleanse, and verify the integrity of data from multiple systems and databases
- Create, update, refine, and maintain regression analyses, statistical reporting, predictive analytical models and forecasts for multiple customer service contact centers
- In liaison with information systems, evaluate, justify, and coordinate the implementation of appropriate new information technologies to reduce costs and to enhance service levels
- Function in a support capacity to the division manager and provide technical advice concerning customer services' operations
- Perform analysis of the existing policies and procedures as codified in the customer information system
- Develop end-user computer systems for data retrieval and process automation
- Respond to voicemail/email requests from Financial Advisors
- Partner with Sales to manage territory relationships
- Manage relationships with key partners across Service to drive results

## Qualifications for customer service senior

- Reasonable clerical experience, including MS Word and Excel
- Must be able to work during global business hours 7am to 7pm
- Teller/Banking experience
- Strong knowledge of US Customs regulations & other federal regulations and requirements with respect to specific area of expertise (CHB, air transportation, ocean transportation, surf transportation)