



Example of Customer Service Job Description

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Our company is hiring for a customer service. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service

- Manage the coordination of appropriate staff to respond to pre-sales inquiries within one business day
- Communicate with the Operations Manager during order fulfillment regarding address changes, cancellations, special requests, quality control
- Attend training events and meetings as scheduled
- Represent the Mission of Goodwill at all times to our customers, vendors, partners, staff and Program Participants
- Work safely and adhere to all safety policies and procedures
- Assist customers with resolving technical issues
- Field heavy inbound calls (60-70 calls daily)
- Keep records of customer interactions, transactions, inquiries, comments, complaints
- Gather information and research/resolve inquiries
- Work on the phone with medical providers

Qualifications for customer service

- Maintaining customer databases
- Simulating customer experience
- Utilizing scanner for orders
- Follow directions of supervisors
- Must be proficient with Microsoft Outlook, Word, and type 40 WPM
- Knowledge of Canadian Customs regulations is preferred