



Example of Customer Service Job Description

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Our innovative and growing company is hiring for a customer service. 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

- Attend Monthly Communication meeting
- Maintain updated ISO9000 Procedures, Instructions and Forms under your responsibility
- Notify any suspect or violation of Trade Compliance rules with the ITC Gatekeeper of your department or group
- CSR back-up during absences
- Verifying information with customers via the telephone
- Answer customer's questions about products, pricing and availability
- Inside sales to inactive customers
- Assisting customers with Health benefits
- Accesses and updates secured or sensitive data in internal and external databases
- Maintains professional relationships with customers and business partners (both internal and external)

Qualifications for customer service

- Knowledge of Canadian Customs regulations preferred
- Demonstrated ability to handle stress and work in a highly pressured, monitored and changing work environment
- 1 year of call center experience required
- Familiar with medical field OR medical terminology REQUIRED

- Receive and submit complex warranty claims, by effectively communicating with customers via telephone, fax, or email, in order to obtain required information