



Example of Customer Service Job Description

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

Responsibilities for customer service

- Experience with billing/invoicing
- Receive and process job orders
- Cross departmental communication in order to streamline processes
- Some outbound follow up calls
- Data entry and account management
- Process payments and refunds
- Look up customer information with great attention to detail
- Process any account requests and make any modified changes
- Any child support experience would make you stand out!
- Execute daily business transactions such as quoting customers, entering orders, and invoicing

Qualifications for customer service

- Strong individual contributor with the ability to work independently
- Experience assisting customers over the phone while entering data
- Ability and interest in calling customers to receive updates a must
- Ability to communicate verbally in writing with customers
- Industry experience in Retail, Restaurant, Grocery, CPG, Commercial Property or Facility Management a strong plus
- Plumbing experience is a plus