



# Example of Customer Service Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our innovative and growing company is searching for experienced candidates for the position of customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service

- Work with the client to develop, refine and maintain new processes, per the client's specifications
- Escalate potential client issues to customer service manager
- Responsible for written and oral communication with client in order to resolve issues
- Verify proper Test & Inspections of Electronic Security devices
- Update customer site notes with service call information
- Update customer's database with our internal reference number using an Outlook shared email box and Solomon
- Update customer's database with status with the technicians Estimated Time of Arrival Interpret and summarize service technician call completion notes and update customer's database
- Utilize customer's system to validate operation of equipment (MAsterMind, Vid-Center)
- Use company systems to create new service calls when work marked complete, but issue not resolved
- Update customer's database with status of repairs started, but not completed

## Qualifications for customer service

- Reliable, punctual and can work while under pressure
- Minimum two years working in a manufacturing environment (A Plus)
- Must be fluent in Microsoft Excel and proficient in MS office applications

- A positive attitude and ability to work in a team environment