



# Example of Customer Services Representative Job Description

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Our growing company is looking to fill the role of customer services representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer services representative

- Responsibilities include accounting, reporting, collections and reconciliations for a wide variety of customer accounts risk management, financial analysis, and SOX internal controls compliance
- Responsible for the reconciliation of assigned accounts and for issuance of the credit/debit adjustments
- Provide various ad hoc reporting on assigned accounts
- An energetic, open plan work place
- Input Sales Orders, liaise with planners and generate Sales Order acknowledgements to be sent to the customer
- Where applicable and in accordance with Company guidelines, provide quotations to Customer(s) in the achievement of Sales Budgets for Orders and Gross Margin
- Obtain ancillary information to be included with the sales order from the relevant product manager
- Be Point of Contact (POC) for customers for all customer issues
- May assist with the training of new hires and temporary employees on CMMS (Computer Maintenance Management System), customer service database, email, Live Chat and Call Center procedures
- Trouble shooting regarding missing shipments, invoices

## Qualifications for customer services representative

- Progression towards an pension industry standard / professional accreditation / obtaining qualifications is desirable
- Minimum of 3 years' experience in computer technology or related fields
- Good working OS knowledge of UNIX, Windows, LINUX including Network
- Proficient in the use of Microsoft Office components and personal computers
- Familiarity with at least one of following area is preferred