



# Example of Customer Specialist Job Description

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Our company is growing rapidly and is looking for a customer specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer specialist

- Practices excellent interpersonal, written, and verbal communication skills, as our department works with customers, co-workers from many departments, and senior management
  - Identifying the appropriate key customers and mapping the existing business relationships
  - Ensures installation of Kitchens and Counter tops is completed at the highest level of quality
  - Assists in developing solutions and providing feedback on all matters of installation, including planning, completeness of orders, timeliness of installation, and any other kitchen customer concerns
  - Conveys capability to complete all tasks of the After Selling and Payment Co-workers and supports on the floor during peak times
  - Identifies and reports quality issues based on data gathered in returns (CASY/Safety Alarm)
  - Manages customer service desk
  - Investigates problems, develops solutions, prepares reports, and provides feedback into Regional/Central office and works with Independent Service Provider (ISP) daily to resolve customer complaints
  - Promptly answer telephone calls and Customer service requests (web forms/email)
  - Ensure that all Customer service requests are resolved completely and to the Customer's satisfaction
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- Scripting capabilities a plus (PHP, Ruby, Python)
- Ability to maintain pleasant, helpful, professional tone
- Ability to actively listen and respond to the caller's request appropriately
- Ability to quickly and accurately enter caller demographic information in a database
- Strong proficiency in Windows based software (Excel, Word, Access, power-point), adidas group software (SIM, IB, ILS, RMS, eRoom, ), experience with SAP is preferred
- Fluency in English and Greek