



Example of Customer Specialist Job Description

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

Responsibilities for customer specialist

- Escalating back order parts issues per policy to determine parts availability and inform the customer
- Maintaining contact with National Commercial and Consumer accounts
- Communicating effectively with internal customers (within this and other departments) on the status of requests, and assists in determining corrective action to ensure customer satisfaction
- Working closely with Field Service Administration, Field Service, ISO's, Supply Chain and Accounts Receivable to ensure issues are escalated and resolved
- Responsible for the integrity of data entered into the billing system, applying expertise and caution to ensure accordance with relevant regulations, local requirements and Company policies
- Reviews records to be keyed in detail, taking care to validate data against source documents and reconcile variances
- Monitors daily workload and resolves deficiencies in required documentation, communication and/or data
- Builds relationships with the Customer Service and Sales departments through open and objective communication
- Recognizes out of scope activities, the impact of issues, delays and changes, and communicates with involved parties and/or management as needed
- Maintains a positive, results oriented work environment, collaborating with fellow team members to achieve Company standards and expectations

Qualifications for customer specialist

- Provides periodic updates to departmental management on outcomes of various complaints handling
- Develop training opportunities based on trends identified over time
- Investigate and resolve service alerts and complaints generated from the Beneficiary Surveys
- Review and respond to internal customer inquiries received by the claims team
- Audit and Risk Assessment Support planning, coordination and resolution of any potential audit or risk assessment items