



Example of Customer Specialist Job Description

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Our company is searching for experienced candidates for the position of customer specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer specialist

- You will partner with Customer Excellence Leader to drive quality improvements in PS APAC Region using Continuous Improvement methodologies
- Work with a cross-functional team in Field Services, Repairs, Parts, Engineering and the Global Supply Chain (GSC) to execute the establishment and measurement of customer facing metrics ...
- Focus on "How to deliver", and work with Inquiry-To-Order (ITO)/Order-to-Remittance (OTR) teams to achieve World's Best running Fleet with an exceptional customer service
- Improve systemic issue on our customer response "time and quality", through better reports
- To ensure the data requirements of BT Consumers marketing, analytics, reporting and data teams are captured, interpreted and managed into strategic delivery
- To manage data requirements capture, understand data gaps, and to work with internal partners and external suppliers in acquiring data providing expert thought leadership
- To lead in how customer (and other) data needs to be interpreted and therefore modelled within the Enterprise Data Warehouse, owning specific Integrated Layer subject area data models including sign off for any changes
- To own specific "Analytic" Layer datasets
- To ensure all data is compliant with current UK privacy law and EU directives

Qualifications for customer specialist

- Life Insurance and Claims experience a plus
- Self starter with proven ability to work independently, with little management involvement, on multiple task with commitment to resolution
- Basic understanding of legal and regulatory environment
- Knowledge of players in the telecommunications industry and competitive landscape
- Familiarity with web technologies and languages
- Through research and analysis, provide data insights to the AWS sales teams to help win or grow sales opportunities in the field