



Example of Customer Specialist Job Description

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Our growing company is hiring for a 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

- Exercise independent judgement in order to resolve merchant issues, using data-driven research and analysis core decision-making skills to protect the company against financial loss
- Negotiating with merchants in relation to contract disputes and legal settlements that affect the company's bottom line
- Review post feature changes to deals which have a potential negative impact on gross revenue and/or customer satisfaction
- Ensure that all complex cases are resolved to a satisfactory level and in a timely manner
- Execute and manage payment reconciliations and dispute handling
- Be available to perform additional tasks set by the Manager on an ad hoc basis
- Record and process received disputes to include determining the appropriate dispute classification, ordering new and reviewing existing documentation to investigate and resolve the dispute, preparing correspondence (letters, emails, and/or faxes), following up with investigation via telephone, email and/or fax, and electronically filing all documentation according to policy and procedure
- Pre-screen of all customer loan application supporting documents to ensure accuracy of phone application
- Packaging ready for submission through to a dedicated ICAT assessor
- Ongoing task management of customer activity from applications received to

Qualifications for customer specialist

- Sarbanes Oxley (SOX) Support quarterly and year end activities for Policy Administration
- Support Business Continuation and Records Retention processes
- Work as a team with AWS account managers to directly support key customers with their purchasing needs
- Not afraid to roll up your sleeves and leverage all available resources and find creative solutions to uncommon customer issues
- Become a subject matter expert and educate account managers and customers on best practices for optimizing AWS costs
- Craft monthly business reviews to AWS leadership to surface key business insights from the field and advocate for our customers