



Example of Customer Specialist Job Description

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Our innovative and growing company is looking to fill the role of customer specialist. 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 specialist

- Quality Assurance standards met and exceeded whilst keeping our customers up to date at every milestone call
- Chasing up any required documents from our customers at any stage between point of sale and FAA
- Verifies and confirms trucking documentation is completed in accordance with established company and regulatory requirements
- Writing or revising descriptive and procedural documents for the intended users
- Researching content and audience information
- Interviewing the subject matter experts (SMEs) to develop customer documentation
- Ensuring quality in the product documentation, that is, delivers documents that meet Nokia documentation standards
- Of style, writing quality, and format for online help, electronic documents, and technical manuals
- Working with cross-functional teams to identify risks, solve problems, determine content requirements, and maintain
- Resolves customer issues via phone, email, or chat relating to back-orders, delivery information, and other order fulfillment duties, such as processing customer consignments

Qualifications for customer specialist

- Ability to manage your own schedule to meet the needs of your customers and sales partners
- BA/BS degree required or equivalent experience
- A technical background and understanding of cloud computing a plus
- Contract Management /Finance/Customer Service background is preferred
- Advanced written and spoken English skill