



Example of Customer Job Description

Powered by www.VelvetJobs.com

Our growing company is searching for experienced candidates for the position of customer. 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

- Develops both individual contributor roles and managing others
- Ensures a healthy succession bench and feeds talent into the Company
- Manage projects by utilizing and properly maintaining the company's work management system
- Develop and maintain effective relationships within CEI, DPAM, account development, inside and outside sales, energy product & program management, jurisdictional teams and external vendors in order to facilitate communications, integrate work and ensure the successful delivery of customer organization products and programs
- Provide process and technical guidance to others in order to share knowledge and increase understanding of Distributed Generation programs and services
- Support internal and external outreach sessions to educate various DG stakeholders on DG process and policy
- Responds to incoming customer inquiries and resolves customer issues regarding account and order status, back-orders, return procedures, purchase orders, incentive programs, catalog requests, returns or exchange of defective products or products damaged in shipment
- Answers incoming customer calls and assists in placing merchandise orders, checking merchandise availability and sending catalogs, using computer system
- Updates profile changes to customer accounts to meet customer needs or indicate special internal processing requirements, such as correspondence

- Applies knowledgebase solutions to complete orders, communicate necessary information to internal departments or to capture the voice of the customer

Qualifications for customer

- Candidates must have a proven track record of excellent customer service
- Candidates must have the ability to adjust due to a rapidly changing work environment
- Effective in team environment
- Highly motivated and has the desire to progress within the company
- Long term commitment is a plus
- Must be able to obtain USPS clearance, which includes cleared drug screen, criminal history, fingerprinting and a 5-year US residency requirement