



Example of Global Customer Service Job Description

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Our innovative and growing company is searching for experienced candidates for the position of global customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for global customer service

- Overall responsibility for the Global Sales and Customer Care team, ensuring delivery of business objectives and KPIs
- Drive a consistent approach across global Sales and Customer Care teams
- Deputise for the Sales and Customer Care Director when required
- Sales & Customer Care Director
- President of MR PORTER.COM
- President of THE OUTNET.COM
- Learning and Development Team
- Provide calendar management for SVP, global customer service and service technologies, and director, service technologies
- Manage multiple special projects while collaborating with the executive assistant team
- Help coordinate various special meetings and assist with special events

Qualifications for global customer service

- Plan meetings and conference calls
- Prepare agendas
- Prepare summaries of information for distribution
- Review emails and respond on behalf of the exec being supported
- Handle receipts for expense reports and credit card reconciliation
- Create, maintain and evolve various dashboards and roadmaps for customer

