



Example of Global Customer Service Job Description

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Our company is looking to fill the role of global customer service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for global customer service

- Help foster cohesiveness among the admins supporting the customer service teams in each region
- Represent the customer service and service technologies organization with professionalism, politeness and integrity
- Work very closely with the administrator overseeing building office management
- Provide superior customer service to our clients on inbound phone calls
- Outbound calling will be necessary to verify new users
- Identify, research, and resolve customer issues using proprietary company
- Manage team performing case reviews to evaluate quality and performance against pre-established criteria
- Partners with LOB Managers to develop case standards and case review criteria, and to establish parameters for ongoing evaluation
- Ensures that identified quality targets for monthly case reviews and validation reporting are met
- Identifies and analyzes performance gaps / trends that occur within the call/case management function

Qualifications for global customer service

- Proven record of building and managing Training Programs
- MBA or similar 3rd level education qualification
- Managing curriculum and certification for a Work from Home workforce a

- Working knowledge of end to end order to cash flows from order to customer receipt of product
- Significant supervisory and HR management experience