



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. 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 global customer service

- Develop a customer focused team who are pro-active and always seek to improve the customer experience
- Ensure that all customer needs are met and opportunities maximised, ensuring that requests are fully 'owned' and actioned, both personally and by the team
- Ensure that SLAs are met, take ownership of all orders, ensuring they are completed on time and in full
- Wish to work for a Fortune 500 multinational company
- Are able to focus on details and set priorities
- Are capable of meeting daily deadlines
- Are ready to take responsibility and ownership
- Understands clients' global footprint and contractual agreements
- Collaborates with existing clients to gather and understand clients' requirements for add-on services
- Professionally interacts with clients, building strong relationships

Qualifications for global customer service

- Self-motivated, proactive and collaborative in approach to work
- ENGLISH Language (spoken and written) plus 1 or more of the below languages

- Creates and presents executive summaries at the end of each client project highlighting key contributors, lessons learned and applied and successes
- Leads and manages departmental special projects and cross functional initiatives
- Provides client representation and participation on advisory boards and internal corporate initiatives that may impact clients