



# Example of Global Customer Service Job Description

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Our innovative and growing company is hiring for a global customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for global customer service

- Ensure timely and accurate communication with customers including answering customer inquiries, providing price quotes, addressing concerns and offering optimal logistic solutions
- Serve as the central liaison for a region of the world
- Understand business/division objective
- Act in accordance with ISO documented procedures
- Order management from order entry to delivery at destination
- Coordinate of order requirements with SCD operations, sales and corporate personnel
- Evaluate current methods of shipment, investigation of alternatives and optimization of logistics and cost control
- Must be well organized and possess the ability to perform in a multitasking, fast pace environment
- Manage relationships with internal /external freight providers
- Assist with A/R collections efforts

## Qualifications for global customer service

- Proficiency in any other European language (advantageous)
- Intermediate level Excel trending analysis, reporting etc (essential)
- Background in Customer Service operations
- Deep understanding of customer service metrics and reporting
- Ability to review and access all agreements/contracts/systems to ensure our customer service standards and expectations can be met

