Example of Lead, Customer Job Description

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Our growing company is looking for a lead, customer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for lead, customer

- Assist representatives with customer questions/escalations in a timely, thorough and efficient manner
- Coordinate and communicate with the Call Center Supervisor, to ensure efficient operations and customer satisfaction
- Conduct category business reviews, leveraging loyalty and syndicated data, to discuss the state of the business, consumer trends, key business drivers, incremental opportunities
- Conduct business due diligence on new customer initiatives to ensure viability of proceeding
- Identify challenges with our customer interfaces
- Supervise personnel that install, maintain, and monitor the operation of the organization's desktop support
- Evaluate vendor products in hardware and software equipment and recommend purchases consistent with the organization's short and long term objectives
- Provide PC and peripheral technical support and timely resolution of issues or escalation as needed
- Ensure that all timeframes for project deliverables are well thought out and that schedules in the project plan are followed and implemented in a timely manner
- Enforce work standards and resolve work discrepancies to ensure compliance with contract requirements

- It also requires extensive experience in the area of customer service
- Experience in a high-volume call center or telecommunications environment is desirable
- Must be PC proficient at the intermediate level
- Previous supervisory / leadership experience is desired
- Has met all the requirements of an Account Services Professional
- Ability to maintain and enhance working knowledge of continually changing trends in consumer electronics, which include but is not limited to high definition TV, fiber optics and audio/video, telephony and high speed data technology