



# Example of Senior Customer Service Representative Job Description

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

## Responsibilities for senior customer service representative

- Compose and send written correspondence to customers as needed
- Work independently to resolve both routine and complicated billing issues
- Actively participate in training and meetings to keep abreast of updates involving all internal and external processes and procedures including Sarbanes Oxley requirements
- Track and document inbound support requests using established CRM system and ensure proper notation of customer problems or issues
- Assign work to employees, follow up to assure satisfactory completion, check work progress throughout the department, and provide verbal and written work status reports to the supervisor
- Perform professional and more advanced client services tasks to ensure client support and provide satisfaction through actions to avoid issues, prompt resolution of problems, and develop relationships with clients through visits and telephone calls
- Principal work activity may include, but is not limited to
- Diagnose and define issues
- Work independently of supervisory/technical work assistance to provide all needed information for customers
- Responsible for submitting complete and accurate reports to supervisor on a regular basis

## Qualifications for senior customer service representative

- Must be able to define client issues, collect data, establish facts, and draw valid conclusions
- Usually all necessary work information is not available and must be developed by the incumbent
- Regularly works with confidential client information requiring care to protect
- Works from oral or written instructions and a variety of rather involved job specifications, customer service forms and literature, and business documents
- Requires advanced problem solving skill
- Applies company policies and procedures to resolve a variety of issues, including complex issues