



Example of Senior Customer Service Representative Job Description

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Our growing company is searching for experienced candidates for the position of senior customer service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior customer service representative

- Opens deposit accounts
- Prepares and processes loan applications for various lending units (mortgage, consumer, small business)
- Closes loans for customers for applicable business lines
- Proactively reaches out, by phone and in person, to high-value customers in efforts to retain and grow the portfolio
- For licensed individuals, sells annuities and/or insurance products
- Responsible for operational compliance and adherence to policy
- Handles daily account maintenance and other service issues as necessary
- May oversee and coach "junior" account representatives in their sales and service activities
- Expected to gain a full understanding of the teller function with the expectation that it may be necessary to act as a teller in an emergency situation
- Senior account representatives may also, at times, be expected to act in a "management" capacity – particularly in branches with smaller staffing complements

Qualifications for senior customer service representative

- Proficiency in language (spoken and written) is essential

- Good time management and a team player
- Ability to work both independently part of a team
- Minimum 3 years' of experience in Contracts Administration, Customer Service, Account Management, Sales, Project Management, Quality or Supply Chain