



Example of Senior Customer Service Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of senior customer service representative. 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 senior customer service representative

- Product information research and scans
- Research and work with various Business units for problem resolution
- Process scan requests using Roscoe
- Using Siebel, document issues completely and accurately in real time
- Training or delivering presentations to internal customers
- Ability to understand and resolve complex questions and issues
- Document, create and adhere to policy and procedures
- Projects and training as identified by manager
- Methodically works through questions and issues to resolve the root of the problem
- Takes ownership of customer concerns to ensure customer satisfaction

Qualifications for senior customer service representative

- 1 - 3 years related experience in customer service and/or call center
- High school diploma and three and a half years of relevant experience or College diploma and one and a half years of relevant experience
- Ability to analyze and resolve routine complex problems and exceptions in order to complete final resolution processes
- Demonstrates solid knowledge of Microsoft Office Suite

- Demonstrates general knowledge of gross margin sales tools across all regions and markets