



Example of Senior Customer Service Representative Job Description

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Our growing company is looking to fill the role of senior customer service representative. 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 senior customer service representative

- Occasionally, support the wider portfolio team as a whole along with ad hoc duties
- Responsible for the sales of products and services at the branch by using consultative sales methods to identify and qualify new and existing customers for various products and services, thus consistently achieving employee sales goals
- Responsible for entire consumer loan process and residential mortgage process from interview to close by accepting, analyzing, and passing judgment on loan applications up to employee lending authority
- Assist in answering of incoming calls from insurance adjusters and vehicle owners by explaining in detail CCC's valuation product offering
- Document conversation with claims adjusters in regards to the specific loss report
- Maintain a good relationship with dealers and claims adjusters to ensure overall customer satisfaction
- Cashing checks, processing deposits, withdrawals, transfers and loan payments
- Documenting larger deposits using Currency Transaction Reports
- Identifying and selling East West Bank products and services beneficial to customer needs
- Addressing customer questions/concerns referring to appropriate internal

Qualifications for senior customer service representative

- Keeps track of the type of customer complaints and analyzes the trend to minimize them
- Highly developed interpersonal skills with the ability to work with a team
- At least 3 years' experience in Rail, Container and ideally in the area of Intermodal
- German and/or English skills in favor
- Good command of Office programs user experience
- Command of Transportation and customs legislation