



Example of Senior Customer Service Specialist Job Description

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Our growing company is looking for a senior customer service specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior customer service specialist

- Answer associate questions, guide them to appropriate resources to assist customers
- Transact on customer's accounts as needed to resolve concerns, update information, collect payments and annotate accounts to document interactions with the customer
- Assist with all areas of responsibilities including but not limited to new hire training, monthly incentives, associate engagement, leading meetings and huddles and assisting with general phones during times of increased volumes
- Managing the customer order books, ensuring it is always updated according to the customer's and company's needs and requirements, including the monitoring of electronic receipts for errors and correcting these errors using the tools provided
- Compiling various order-related analyses and reports at the request of customers, sales reps or other related internal teams, concerning customer's open order book & order conversion, returns and claims tracking, monitoring of cancellations and credit/delivery blocks, launches, pre-pack promotions
- Processing returns and complaints in line with the policy regulations while cooperating intensively with internal and external logistics partners (forwarding companies, inbound and outbound, warehouses), with Finance and the insurance department
- Develop a collaborative relationship with the Customer
- Lead collaborative forecasting meetings in the customer to drive forecast

- Drive and manage the Customer Innovation project agenda for the Morrisons portfolio
- Gain Nestle in the Market (NiM) insights and understanding of business requirements and make recommendations on the applicability of the GLOBE Solutions to meet these business requirements

Qualifications for senior customer service specialist

- Strong computer skills which included but is not limited to the following (Word, Excel, PowerPoint,) & web browsers
- 7+ years of accounts payable experience, strongly preferred
- Professional communication skills via phone, email, and in-person
- Self-starter skills and ability to work with minimal supervision
- People Soft and Image Now experience a plus
- Good Knowledge of Corporate Products (Cash Management & IDEAL)