



Example of Service Customer Job Description

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Our company is growing rapidly and is looking to fill the role of service customer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service customer

- Assisting customers both in person and over the phone
- Up-selling services and products
- Research customer problems/complaints, troubleshooting and expediting orders via interdepartmental channel
- Provide clerical support to the other members of the region or overall department, when required
- Escalates customer issues / concerns and works with appropriate functions to ensure matters are resolved
- Serve as a liaison to regional sales representative, supporting their needs when they are in the field
- Deliver the highest quality customer service to ensure customers are satisfied
- Record and track order failures and coordinate with the Fulfillment Team Lead and the Production Team Lead to correct the source of the failures
- Ensure that payments and refunds are processed efficiently and accurately
- Provide customer service satisfaction by researching and responding to every customer communication in a professional manner with quick, accurate, and honest information

Qualifications for service customer

- Have excellent Verbal and Written communication
- Have excellent written and verbal communication skills as the way you communicate with customers directly affects how they think and feel about us

- DIRECT HIRE!
- 12-\$14/hr (\$12/hr for candidates with a High School diploma, \$14/hr for candidate's with an Associates and or Bachelors Degree)