



Example of Service Customer Job Description

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Our company is hiring for a service customer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service customer

- Proactive order communications/re-promise dates
- Shipment coordination and shipment management
- Billing services for Vilter
- Answering freight and delivery inquiries and other general/miscellaneous customer correspondence
- Process RGAs, debits and credits as required
- Maintenance of customer process documentation and desk profile
- Problem identification, efficient and effective problem resolution
- Directly support to Sales team in the pursuit and follow-up to customer requirements
- Inter-department communications/proactive communication with Procurement (buy-out items)
- Set up new accounts into Customer Database based in ITC requirements

Qualifications for service customer

- COMMISSION for up-selling + overtime
- Must have the ability to lift 70 lbs and to maneuver any package weighing up to 150 lbs with appropriate equipment
- Must be able to complete and achieve minimum thresholds on any mandatory testing and training
- Ability to adapt, accepts, and promotes changes while contributing to a team environment
- Experienced in SAP, or similar ERP, would be helpful

