



# Example of Service Customer Job Description

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

## Responsibilities for service customer

- Provides information, data, and direction as required
- Understands the program, process and client requirements
- Escalates issues, as required, to Team Leader or Team Manager
- Completes follow-up on existing claims and closes claims
- Able to navigate computer programs through multiple screens
- May perform some outbound follow up, as required
- Completes detailed report proofing in a timely manner
- Process all customer inquiries in and timely manner
- Identify customer product and/or service needs and maintain a client rapport
- Review and update activity on accounts

## Qualifications for service customer

- Must have outstanding communication skills and about to manage key accounts and treat them with the upmost respect and courtesy
- Provide technical support for online tools to submit and track warranty claims and product registrations
- Provide timely, professional, courteous customer service
- Refers highly unusual situations to higher authority for review and reconciliation
- High School Diploma Required - 2 years minimum of college preferred
- Ability to effectively communicate with all levels of management and external associates, in both written and verbal forms