



Example of Service Customer Job Description

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Our innovative and growing company is searching for experienced candidates for the position of service customer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service customer

- Arrange shipments, and manage shipping schedule
- Develop familiarity with exports/imports and harmonized tariff schedules
- Track and measure sales
- Answer calls and direct as appropriate
- Provide admin support for senior staff
- Inbound Calls providing support to customers
- Educate customers on multiple options
- Working with multiple computer platforms
- Providing an excellent customer experience
- Receive various customer documentation (PO's, Receivers,) enters & tracks this information in our various internal inventory and scheduling systems

Qualifications for service customer

- Ability to handle numerous daily tasks with minimal supervision
- Must be flexible, detail oriented, organized, able to multi-task, analyze data and dealer concerns and possesses strong customer service and communication (written and verbal) skills
- Problem-solving skills, detail oriented with an ability to work independently and under pressure
- Minimum of 2 years customer service
- Previous experience with billing/invoicing is preferred
- At least one year of experience in a specialized or related area applicable to

