



Example of Service Customer Job Description

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Our growing 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

- Determine, correct, and communicate order information accurately to the customer and internal personnel
- Perform clerical duties associated with processing customer orders
- Immediately notify supervisor of all situations of a unique or serious nature
- Act as a point of conduct for customers
- Handle customer complaints and issues
- Coordinate and scheduling of appointments
- Assisting the Patrick Sales team with quoting and bids
- Placing purchase orders, tracking and following up on inbound material, and communicating lead times of material to Patrick's Sales Team
- Working closely with the Manufacturing Team to ensure scheduling of laminated panel production will meet the Customer's Request Date, including the prioritization of customers and jobs when necessary
- Communicates with installation and programming staff to resolve data issues

Qualifications for service customer

- Customer service skill and ability to adapt to customer situations, to include listening skills , ability to empathize, analyze, and resolve customer issue, deescalate situation and taking ownership of customer satisfaction
- Asks for and accepts feedback with a positive attitude
- Recognizes and recommends areas needing improvement and takes action
- Sensitive to others needs with the ability to adapt communication style to match the customer

