



# Example of Specialist, Customer Service Job Description

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Our company is growing rapidly and is hiring for a specialist, customer service. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for specialist, customer service

- Identify and report issues/trends
- Reporting phone or system issues
- May serve as a lead for the team
- Assists as needed to perform other related duties and special projects as required
- Provides feedback to the QA Manager regarding any call center issues
- Follows departmental initiatives to cultivate a "client for life" culture
- Process transactions such as new orders, returns & exchanges, releases, in a timely and efficient manner
- Support the Sales Specialists through customer follow up, scheduling deliveries, reconciling purchase orders, stock checks
- Demonstrate company sales model in order to offer each customer the complete solution (Accessories and General Service Contracts) to their purchase
- Complete shipping invoices and reconciliation reporting

## Qualifications for specialist, customer service

- Handling quotation and order processing
- An engineering diploma in mechanical/hydraulic preferred or other related trade qualification(s) with at least 2 years of Sales and technical support

- Basic knowledge of the operating function of the Crane/heavy lifting equipment, will be an added advantage
- Enjoys interfacing with customers and sales & service oriented
- Meticulous and detailed-oriented to understand customer needs and parts product for recommendation
- Cross-trained on multi-lines of business