



Example of Specialist, Customer Service Job Description

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

Responsibilities for specialist, customer service

- Manage customer expectations and contractual obligations by creating, analyzing and preparing external customer scorecards
- Become fluent in customer relationship management for team partner
- Partner with other employees to ensure customers' end-to-end needs for are met and that no customer is left unserved or underserved
- Provide friendly, fast, and accurate processing for all customer transactions at the front lanes and customer service while providing velocity solutions to customers
- Develop strong relationships with customers by becoming a trusted advisor and partner in assisting them in making technology more functional in their lives
- Utilize all relevant sales tools (including Path to Excellence) to assist profitable growth drive and exceed department and individual goals
- Help answer questions and resolve customer issues
- Receive, manage and process customer's orders
- Develop and maintain a close working relationship with the customers
- Manage queries from internal and external customers as the operational contact for multiple customers and categories

Qualifications for specialist, customer service

- Work with the Customer Service Representative and Parts logistic team to review and expedite customers' orders, determine product availabilities,

- Must be flexible and dependable, willing to work as part of a team and pick up additional responsibility from colleagues when necessary
- Expert Listener with a keen ear for details and the ability to document
- 3-5 years Print or Paper Industry experience preferred
- Job responsibilities will require computer work that involves the continuous use of the fingers, hands, wrists, and sitting for periods of time
- Warehouse environment with exposure to noise, potential damage to clothing, and potential minor accident hazards