



Example of Specialist, Customer Service Job Description

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

Responsibilities for specialist, customer service

- Manage the order Customer order processing
- Manage in conjunction with the scheduling dept the market Stock out and low stock
- Set up system parameters for new customer/products
- Manage distribution switch and artwork change
- Communicate and coordinate with internal departments to provide all the info needs for order delivery
- Responsible of delivery process
- Assists users with the installation, configuration, and upgrade of computer hardware and software of programs in multiple environments and provides education in the use of client mandated software
- May troubleshoot, analyze complex data, and resolve advanced application, corrupt database, and data processing issues in an efficient and effective manner
- Properly documents and tracks each issue/ticket in Remedy, and escalates issues that require more advanced research and troubleshooting to the appropriate support organizations
- Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions

Qualifications for specialist, customer service

- Provide quality product support to Customer's, understanding their parts needs, resolving their inquiries and driving parts sales
- Fluency in English & Mandarin as this role will communicate with China Market
- Positive attitude and able to handle stress
- Self motivated and ability to work without full time supervision
- Enjoys customer service