



Example of Specialist, Customer Service Job Description

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Our growing company 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

- Exhibit strong focus on the customer, ensuring that all customer complaints and concerns are addressed quickly
- Establish a true partnership vs
- Understand the customer to anticipate their needs and proactively solve problems
- Thoroughly and efficiently gather customer information, assess and fulfill customer needs, educate the customer where applicable and document interactions through contact tracking
- Compile and generate reports as they relate to customer service
- Understand and actively support Sarbanes-Oxley compliance and internal company controls
- Interacting with customers at Profit Center or over the phone, providing the customer service and support needed to generate and close sales
- Process orders from customers utilizing the organization's internal CRM/ERP systems and customer purchase orders, ensuring accuracy and timeliness in processing
- Respond to queries from customers appropriately and in a timely manner
- Develop and maintain positive relationships with customers to ensure positive customer experience

Qualifications for specialist, customer service

- Experience operating a PLP Forklift with certification or willing to be certified in a warehouse environment preferred
- Awareness of time/distance geography preferred
- A desire to learn or have a clear understanding of traffic flow in regards to managing and taking delivery commitments
- Competent and comfortable with liaising with customers
- 5 years of customer service, supply chain, program management, order management, planning, or related experience in a semiconductor or high-tech company