



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

- Maintains an accurate and up-to-date status of all documentation
- Keeps all parties informed of documentation status
- Proactively gains approval or all documentation submitted to the customer
- Identifies orders that may be delayed due to documentation and overcomes obstacles so as not to delay completion of orders
- Manage any returns from customers
- Checks order documentation for data-book set-up
- Compiles data-book
- Collects documentation and certificates
- Prepares documentation shipments
- Prepares the list of documents required by the customer (project documentation)

Qualifications for specialist, customer service

- Interface with internal and external AT&T/Vendor
- Adhere to SLA's, processes and tools
- Basic trouble shooting routers/circuits
- Strong verbal and written communications skills are required to communicate with Customers, Peers, management, both internally out on the field
- Must be customer-oriented and provide exceptional customer service

