

Customer Service Specialist Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer service specialist. 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 customer service specialist

- Responsible for all assisting customers by answering questions, solving problems, and educating them on provided services via inbound phone calls and customer email inquiries
- Responds to customer inquiries regarding mailings
- Identify Customer needs, educate and sell customers on bank products, services and recommends solutions, Responds to and resolves customer inquiries on account status, researching problems and inquiries
- Manages CMI/VMI Programs as an input to IBP process manages CMI/VMI Programs as an input to IBP process
- Joint Forecasting with Specific Customers (such as Master Distributors, Global Key Accounts) for BIC Service
- Works with Log Ops and Customer Supply Team to develop productivity initiatives with the customers and or intermediaries (distributors)
- Develop Customer and Channel Strategies
- May manage Customer Agreements
- Meet KPI metrics for claims processing in line with company set targets
- Participate in regular customer meetings

Qualifications for customer service specialist

- Provides feedback to the QA Manager
- Follows departmental initiatives to cultivate a "clients for life" culture
- 5 years minimum work experience in a similar role
- Documentation of consistently exceptional performance evaluations
- Interest in and ability to learn online systems
- Previous experience from the online and/or hotel/travel service industry is desirable

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