

# American Express Customer Service Job Description

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- Answer phone calls from customers, prospects or other callers regarding various products or services offered by American Express
- Provide information to customers about their accounts, credit cards, etc.
- Maintain records for all transactions made on behalf of American Express
- Take orders over the telephone
- Respond to inquiries from customers, prospects or others regarding a product or service sold by American Express
- Help resolve billing disputes between American Express and its customers
- Assist in solving problems associated with customer's credit card account
- Provide information to customers regarding their accounts, credit cards and other products and services offered by American Express Company
- Answer questions concerning American Express Company's products and services
- Work as part of a team to accomplish specific objectives
- Deal with complaints from customers, prospects or otherwise regarding American Express Company's products or services
- Handle incoming mail and packages for American Express Company
- Manage inventory and stock control systems
- Work closely with management team members to ensure that company goals are met.