

Customer Service Specialist Job Description

Duties and Responsibilities:

- Resolve customer complaints via phone, email, social media, or in person. This also entails answering incoming customer calls regarding payment issues, product problems, service questions, and general customer concerns
- Take payment and other important information such as addresses and phone numbers
- Suggest solutions when a product malfunctions
- Sell products and services if the need arises
- Inform customer of deals and promotions whenever they are available
- Update customer information in the customer service database as at when due
- Impact the company's base line by problem solving and converting seemingly dissatisfied customers into frequent/consistent customers
- Work hand-in-hand with the management team to stay updated on product information and be informed of any changes in the firm's policies
- Recommend potential products/services to top management via collation of customer information and analyzing customer needs
- Provide accurate, valid, and complete information by using the right procedures/system
- Follow the firm's laid-down communication procedures, guidelines, and policies.

Customer Service Specialist Requirements – Skills, Knowledge, and Abilities

- Excellent communication skills is a basic requirement for every good customer service officer/specialist

- Good knowledge of the firm's product/service is also another very important attribute that every customer service personnel should have. This will enable him/her to give the customers detailed and accurate information about the firm's product/service. This attribute is of great importance due to the fact that the specialist is the firm's first port of call in attending to customers
- Ability to manage time limits. He/she should have the ability to beat deadlines or work within time constraints
- The customer service specialist should be patient with customers at all times. He/she should never see any customer as a distraction, but as the major reason for the job
- He/she should be very attentive when dealing with each customer; and also be able to sort for useful details in every inquiry/complaint that is being made by the customer, to enable effective problem solving and ultimately, customer satisfaction
- Good persuasion skill is another very important requirement that a customer service specialist must have. He/she must be tenacious and persuasive (not necessarily manipulative) when handling customers
- Professionalism is an integral skill that a good customer service officer must have. He/she must be able to carry out his/her responsibilities with no room for unwarranted sentiments
- He/she must have a proactive approach when it comes to problem solving, in a bid not to be caught unaware at any point in time, and also be able and willing to apologize and correct a mistake when one is made(not hiding behind excuses)
- Willingness to learn while on the job is an encompassing and crucial skill that a specialist of customer service must possess for easy cohesion and understanding
- 1-3 years working experience in a customer service role
- Knowledge of basic computer skills would be an added advantage
- Basic phone and social media etiquettes.