

Customer Service Assistant Job Description

- Ensure that every customer who steps in through the company's door leaves a happy person
- Assist customers in making decisions that will save them money in their purchases
- Provide help to customers by offering advice whenever necessary
- Resolve issues and complaints from clients by providing them with appropriate information
- May be responsible for handling payments and ad, playing a part in various events and customer promotions
- Take orders or sell products
- May be responsible for setting up insurance policies and booking tickets for customers
- Keep the company's database and enter necessary customer information into the existing ones whenever necessary
- Collect payment for goods or services; give refunds when necessary.