

# Customer Service Coordinator Job Description

---

- Maintain and update customer service database
- Follow up on customers and their queries
- Organize customer rewards programs
- Answer inbound calls
- Follow up on customer outbound calls/inquiries
- Coordinate with other departments for customer service support
- Updating customer service database and reporting to management
- Monitor customers' online behavior and make recommendations
- Construct data reports and present to management
- Monitor product quality and technical support
- Search customer feedback and implement customer suggestions
- Conduct surveys to rate the customers
- Make travel arrangements for staff.