

Customer Service Lead Job Description

- Interacts with customers to understand the company's problems and wants
- Keeps record of all customer contacts so that these can be used for later reference
- Analyses customer complaints and contacts suppliers to discuss noticeable concerns
- Keeps a log of problems that have been dealt with and sends this back to the customer on request
- Works closely with the sales team in order to ensure that problems encountered by customers can be handled as quickly as possible
- Manages other members of the customer service team and lead by example, encouraging their co-workers to improve what they do and how they do it
- Swiftly answers questions or concerns they may have
- Provides support and information to the customer service team
- Keeps a detailed record of all customer contacts, this will be used for future reference
- Ensures that noticed problems are analyzed thoroughly then passed onto the appropriate people to resolve them immediately
- Maintains a log of problems in order to ensure that any issue can be dealt with as quickly as possible
- Assists the sales team in any way possible, such as tracking down the source of problems or helping customers and sellers organize payments and deliveries
- Carries out market research to understand exactly what their customers are looking for.