

Customer Service Officer Job Description

- Assist in developing, presenting, and implementing policies and procedures to make sure company customers have a satisfactory experience when using its services
- Incorporate with the company's CIO to see to it that the interface to data is easy to understand and use by customers
- Reach out to customers through technology or in person, communicating to them about the company's services, and finding out about new services they want the company to offer
- Provide routine report to appropriate company managers and also customers about achievements and improvements planned to address prevalent deficiencies
- Train new staff on customer service techniques and skills
- Receive customer service inquiries
- Respond to customer service inquiries
- Promote company's product and services
- Handle certain transactions
- Identify needs/wants of customers
- Make available product brochures for customers
- Update details for personal and business clients, such as name and address details
- Provide pricing and delivery information to customers
- Perform verification of customers
- Persuade customers until they reconsider any cancellation made
- Answer customer questions about warranties or terms of sale
- Suggest possible solutions whenever there is a malfunction in a product
- Educate customers on deals and promotions the company is offering
- Resolve complaints through phone, email, or social media

- Reach out to customers via phone call; verifying information regarding their account
- Greet customers in the warmest possible way and find out their problem or reason for calling
- Responsible for cancelling or upgrading accounts
- Assist with placement of orders, refunds, or necessary exchanges
- Provide advice on company information
- Ensure record of payment information and other pertinent information such as addresses and phone numbers are properly kept
- Handle product recalls
- Assist in selling products and services
- Utilize computer technology to handle high call volumes
- Collaborate with the customer service manager to ensure that proper customer service is being delivered
- Close out or open call records
- Regularly compile reports and submit to the management on overall customer satisfaction
- Implement changes in renewals or company policies.