

## **Customer Service Associate Job description**

A customer service associate manages customer concerns with the objective of maintaining positive customer relationships with an organization. They interact directly with customers to listen to concerns, resolve problems, and recommend products and services according to the needs of each customer. A proactive customer service associate will anticipate customer questions and familiarize themselves with products and services to offer the best recommendations.

### **Responsibilities:**

- Maintains customer relationship by responding to inquiries, documenting actions.
- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improves quality service by recommending improved processes, identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.