

Customer Service Support Job Description

Our innovative and growing company is looking to fill the role of customer service support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer service support

- Performs callbacks to customers for various reasons
- Handles customer correspondence via all venues
- Creation and management of customer documentation and installed base records
- Preparation and coordination of FSE's training plans
- Preparing of statistics data as required by management
- Service tool calibration maintenance and administration
- Helium refill management
- Communicate with external customer's ship/delivery dates that are acceptable to the external customer and are attainable by Invivo
- Manage orders held in our internal processing system due to error such as pricing, contact details, permits
- Processes customer orders/inquiries received by fax, or e-mail

Qualifications for customer service support

- 2+ years of experience in support focused roles, with management experience leading teams for 1+ years with at least 6 direct reports
- Required to work 1-10pm, 3-12am, or overnight shifts
- Or HS plus 10 yrs equivalent industry experience. High school education or equivalent and zero to two years related experience
- 8+ years of experience in two or more Customer Support roles
- Proficient with Excel including V-lookup functionality
- Ability to multi-task and work autonomously as individual contributor in a team environment

Cta Customer Service Job Manual

L Towne



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