**Cogent** is an Indian CXM solutions provider facilitating businesses and brands to redefine their customer experience management in the digital age. Since 2004, we continue to deliver industry-specific results and an approach that strengthens customer relations and differentiates you from your competitors. We design and administer customer experience through digital solutions such as automation, analytics and AI/ML-based solutions.

Count on us for measurable growth within your operations through domain experts, contact centres, and back-office processes. We have emerged as one of the most trusted and dependable service partners for our clients to redefine CXM in the digital age.

**Customer Service Associate Job 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.

**Customer Service Associate Qualifications / Skills:**

* Product knowledge
* Informing others
* Data entry skills
* Organization
* Analyzing information
* Verbal communication
* Reporting skills
* Managing processes
* Customer focus
* General consulting skills
* Multi-tasking

**Tasks and Duties:**

* Answering client correspondences through email, social media, and by phone.
* Relaying extensive product information to customers.
* Closing sales for the company.
* Filing customer records, including contact information, purchases and billings.
* Conducting surveys and writing reports based on customer feedback on products and services.
* Providing customers with clear instructions to resolve issues.
* Rerouting customer calls to other departments when advanced solutions are needed.
* Managing orders and ensuring their prompt delivery.