

39 Customer Service Jobs For Virtual Assistants

Don't you sometimes think that running a business would be much easier if it weren't for all those customers? Well, every business owner thinks so from time to time.



- ☐ Responding to customers' queries via phone or other means of communication quickly
- ☐ Making outbound Skype calls
- ☐ Returning phone calls on your behalf, possibly guided by the scripts you prepared in advance
- ☐ Checking voicemail and responding to it
- ☐ Creating, proofreading and editing email responses and various email templates
- ☐ Receiving, reading, filtering out and filing i.e. managing customers' emails
- ☐ Engaging with customers and prospects on social media platforms, monitoring and replying to their comments and messages
- ☐ Setting up support desk and website chat
- ☐ Creating tickets, responding to them and closing them upon completing the tasks
- ☐ Answering customers' questions in real-time via live chat
- ☐ Guiding customers through the sales process via live chat while they're on your website to increase conversions.
- ☐ Identifying opportunities for upselling and cross-selling while interacting with your customers via live chat during the sales process
- ☐ Creating 'Frequently Asked Questions' section on your website and updating it
- ☐ Replying to the comments on your business website blog and moderating them
- ☐ Building and nurturing strong relationships with your long-term customers or clients by sending them birthday greetings, Christmas cards, gifts or thank-you notes from time to time to keep in touch

- ☐ Keeping track of all the important dates for your customers to make sure that you don't forget to send them greetings and gift cards mentioned above
- ☐ Tactfully handling customers' complaints
- ☐ Pacifying irate customers
- ☐ Resolving escalating cases or forwarding them to the next person in charge taking special care not to irritate the difficult and dissatisfied customer further
- ☐ Responding to positive or negative reviews
- ☐ Processing customers' requests for refunds or discounts
- ☐ Dealing with lost shipments
- ☐ Smoothly handling exchanges and cancellations
- ☐ Creating a welcome pack for new customers
- ☐ Keeping neat records of all your customers containing necessary details
- ☐ Managing orders and keeping an eye on tracking information'
- ☐ Creating surveys and sending them to your customers or clients to acquire their honest feedback on their experience with your business
- ☐ Displaying positive customer feedback on your website
- ☐ Providing you with a report containing summarised survey results your marketing team can use in the future
- ☐ Reaching out to new prospects, leads or potential customers and partners via email, phone or social media
- ☐ Following up with every customer after making a purchase from you, which is essential to keep them coming back
- ☐ Liaising with suppliers
- ☐ Helping customers to troubleshoot their accounts and managing their accounts
- ☐ Recording all or the most common customer complaints in order to learn how to avoid them in the future and to improve customer experience
- ☐ Creating and updating your business Knowledge Base and Standard Operating Procedures when it comes to resolving particular customers' issues based on the previous experience to ensure better customer support in the future
- ☐ Managing CRM (Customer Relationship Management) systems
- ☐ Helping you to automate some of your customer care systems by integrating certain tools into your website
- ☐ Creating and setting up autoresponders
- ☐ Doing any other necessary tasks to ensure customer satisfaction customer service goals

Make and Share Free Checklists
checkli.com