

Customer Service Representative Job Description template

Customer Service Representative Job Description Template/Brief

We're looking for a customer service person to handle inquiries and complaints from customers. You will also be required to handle orders, make changes, and escalate complaints using a variety of communication channels. To perform successfully in this capacity, you must stay calm in the face of client frustration and have prior experience dealing with computers.

Customer Service Representative Job Profile

Customer service representatives answer enquiries and troubleshoot issues. When a client calls with a problem, a representative will typically open the customer's file in the company's computer system. Representatives utilise this information to troubleshoot issues and may make changes to client accounts, such as updating an address on file or cancelling an order.

Customer service representatives may also find answers to the most frequently asked inquiries and specific recommendations for dealing with requests or complaints. If the representative cannot answer a question or solve a particular problem, a supervisor or another experienced worker may be able to assist.

Reports To

- Sr. Customer Service Representative
- Customer Service Specialist
- Business Lead

Customer Service Representative Responsibilities

- Provide product and service information to customers and resolve product and service concerns
- Attract new consumers by resolving product and service queries and recommending alternative items and services
- Create new client accounts by entering account details
- Keep client records up to date by changing account information
- Resolve product or service issues by understanding the customer's complaint, discovering the root reason for the case, specifying and presenting the best solution to the problem, expediting repair or modification, and following up to assure resolution
- Keep financial accounts in order by processing customer adjustments
- Recommend possible goods or services to management based on client information and requirements analysis
- Creates product or service reports by gathering and evaluating customer data
- As needed, contributes to team effort by completing related outcomes

Customer Service Representative Requirements & Skills

- High school education
- Demonstrated expertise in customer service or as a Client Service Representative
- Proven track record of exceeding quotas
- Demonstrated ability to handle phone calls and active listening
- Knowledge of CRM systems and procedures
- Customer orientation and the ability to adapt to and respond to a variety of personalities
- Outstanding communication and presentation abilities