

Call Center Customer Service Representative

Job Title: Call Center Customer Service Rep Company Job Code:
FLSA Status: Division/Department:
EEO Code: Reports to: Supervisor
Salary Grade/Band: Last Revision Date:

SUMMARY

Answer phones to respond to orders, general customer inquires, invoice questions, and customer complaints. Project a professional company image through phone interaction.

PRIMARY RESPONSIBILITIES

1. Answer phones and respond to customer requests.
2. Sell product and place customer orders in computer system.
3. Provide customers with product and service information.
4. Upsell products and services.
5. Transfer customer calls to appropriate staff.
6. Identify, research, and resolve customer issues using the computer system.
7. Follow-up on customer inquires not immediately resolved.
8. Complete call logs and reports.
9. Research billing issues.
10. Research misapplied payments.
11. Recognize, document and alert the supervisor of trends in customer calls.
12. Recommend process improvements.
13. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

1. Provide on-the-job training for new employees.
2. Generate customer thank you letters.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Computer literate with the ability to learn customer service software applications. Duties require

professional verbal and written communication skills and the ability to type 30 wpm. This is normally acquired through one to three years of office experience.

WORKING CONDITIONS

Working conditions are normal for an office environment.

SOURCE: hrVillage.com