

## Customer Service Representative

### **Customer Service Representative Job Description**

The Customer Service Representative attracts potential customers by answering product and service questions, suggesting information about other products and services. Process orders prepare correspondences and fulfill customer needs to ensure customer satisfaction. Resolve inbound and outbound customer calls.

Requires a high school diploma or equivalent and 0-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices and procedures within a particular field. Rely on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. The target is to ensure excellent service standards and maintain high customer satisfaction.

#### **Job functions:**

- Open and maintain customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepare product or service reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.