

Call Center Agent Job Description

Duties and Responsibilities:

- Responsible for managing a whole lot of incoming and outgoing calls in the organization
- Build long-lasting relationships with customers
- Keep a comprehensive record of all calls and/or conversations in the organization's call center data bank
- Attend educational seminars or conferences on a regular basis so as to develop expertise and improve performance levels
- Make use of available opportunity to sell or advertise products to customers
- Make sure that whatever response given to the customer(s) is in line with pre-organized communication scripts that have been prepared for different topics that cover customer-related issues
- Identify the needs of various customers, clarify information, embark on necessary research, and provide lasting solutions to customer's problems
- Route calls to the appropriate channel(s)
- Move complex issues or complaints to supervisors
- Willing to work during extended odd hours and/or during holiday periods.

Call Center Agent Requirements – Skills, Knowledge, and Abilities

- Must possess good communication skills, especially for listening. This is necessary in a bid to ensure a clear retrieval and passage of information to customers
- Must have good interpersonal skills to enable an easy flow with customers at all times
- Must be able to multi-task and manage time properly and effectively
- Must be able to adapt to different situations and individuals
- Ability to prioritize in the face of multiple tasks or assignments
- Ability to work as part of a team if need be

- Ability to work with little or no supervision
- Must be self-driven at all times
- Must have good knowledge of customer relationship or customer service practices
- Must have good data entry and typing abilities
- A minimum of high school diploma
- A higher degree would be of great advantage
- At least 2 years of work experience in a call center environment.