

Call Center Operator Job Description

Duties and Responsibilities:

- Interview clients during telephone calls to obtain information useful in providing effective solutions
- Achieve sales objectives by making telesales and utilizing upselling opportunities
- Handle customers' orders and process credit card payments for transactions
- Proffer advice and recommendations concerning company products and services
- Manage inbound calls to ensure effective and timely resolution of customer issues
- Place outbound calls to verify customer satisfaction and to telemarket company products/services
- Ensure compliance with set standards of customer service when conversing with clients
- Assist customers in resolving issues with purchased products or services
- Create and update customer profile/accounts to allow for easy resolution of customer problems
- Operate computer and IT equipment such as switchboards, headset etc.
- Escalate complex issues to more experienced call center operators for proper resolution
- Inspect work equipment to verify they are in good working order, they also notify technicians in case of a malfunction
- Maintain records of inquiries or complaints as well as logs of interaction with customers
- Calm angry or frustrated customers and ensure their challenges or issues are addressed properly
- Attend workshops, seminars, and conferences to enhance job skill and knowledge

- Go the extra mile to build and maintain positive trust relationship with clients.

Call Center Operator Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a call center operator, you require minimum of a high school diploma and vocational training in computer operations. Having previous experience as a customer service representative comes in handy for the position as a flair for meeting and talking with people is also required
- Problem-solving Skill: Call center operators are able to evaluate customers' inquiries to provide solutions useful in meeting their needs
- Communication Skill: They are proficient in using clear and appropriate language when interacting with customers to resolve their issues
- Customer service Skill: They politely interact with customers and ensure their issues are properly addressed.