Call Center Customer Service Representative Job Description

- Provides information, support and assistance to customers for a company's products and services. May answer questions about the company's products and services, such as pricing, ordering procedures, or delivery time
- Takes orders from customers and enters the orders into an order-entry computer system, verifying information such as telephone number, credit card number, and billing address
- Schedules appointments for client demonstration of products or services that require a sales representative to contact the customer at home or in a business office. Some call centers schedule these appointments automatically based on stock inventory levels and sales history. This is also called telemarketing
- Takes orders over the telephone and enters them into an order-entry system. Interprets information such as billing address, phone number, and credit/debit card number
- May help customers resolve problems with products or services and may educate customers about product or service needs
- Maintains customer files to keep track of customer account information, including credit ratings and other pertinent data for the company's products or services
- Gives technical advice by telephone to corporate security personnel regarding new products, procedures and policies concerning current systems, processes, and technology. These are also called technical support representatives (TSRs)
- Provides information to the media on the company's products and services
- Offers administrative support to supervisors and managers
- Schedules meeting rooms, coordinating travel arrangements and making hotel reservations for sales representatives, or inform customers

of company policies regarding such issues as product warranty or repair procedures

- Takes continuing education courses in computer-related technologies to keep abreast of new hardware and software developments that affect the call center industry.