

Contact Center Representative Job Description

Duties and Responsibilities:

- Conduct research to locate and provide information useful in responding to customers' inquiries
- Take orders, forward requests, and process payments for purchased products
- Enter information into contact center database to create and maintain up-to-date customer accounts
- Operate call handling equipment such as monitors, computer units, and CRM tools
- Inspect work equipment to verify they are operational, or to notify tech support in case of malfunction
- Receive inbound calls from existing and potential customers to address their concerns
- Place outbound calls to follow up sales leads and persuade potential clients
- Reply customers' inquiries concerning product features, services or company information
- Ensure compliance with call handling standards and customer service requirements
- Proffer recommendations/solutions effective in addressing customers' issues and meeting their needs
- Maintain an up-to-date knowledge of company products, services, warranty, and charges
- Build and maintain positive trust relationship by engaging customers in open interaction
- Transfer or escalate customer calls to appropriate staff for effective resolution
- Upsell company products and services to boost and help achieve sales target

- Participate in workshops and educational programs to improve on existing job skill.

Contact Center Representative Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a contact center rep, you require at least a high school diploma. Employers usually offer on-the-job training to bring new recruits up-to-speed on contact center operations. Prior experience in a customer service or customer support role is an advantage for the position. Exposure to CRM systems and processes on the other hand increases job prospects
- Communication Skill: Contact center representatives are proficient in conversing with customers using appropriate language and expression
- Active listening Skill: They pay close attention to customers' complaints/inquiries so as to provide solutions effective in meeting their needs
- Empathic Skill: They are able to reassure clients that their challenges are not without solutions.