

Customer Service Representative Job Description

- Respond and manage multiple inbound calls from customers
- Listen and interact with clients to identify and provide solutions effective for meeting their needs
- Build and establish positive trust relationship with clients in order to ensure continued client patronage and satisfaction
- Provide clients with information on company products and services in order to address their inquiries
- Collaborate with the [customer service manager](#) to ensure proper implementation of customer service policies and procedures
- Reach out to customers through phone calls and emails to inform them of deals/promotions as well as obtain feedback
- Utilize computer systems in maintaining record of customer calls and account information
- Collect important customer information such as phone number and address when processing payment
- Address client inquiries regarding warranty agreements and conditions of sale
- Escalate complex customer issues to customer service supervisors or managers for effective resolution
- Maintain an up-to-date knowledge of company products and services so as to effectively respond to client inquiries
- Evaluate client needs to determine the strategy most effective in meeting their requirements
- Respond to billing complaints by facilitating product exchange, refund or bill adjustment
- Obtain relevant information in order to verify the authenticity of a complaint
- Follow up on customers to ensure they are satisfied with received product/services.

Customer Service Representative Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a customer service representative, you require a high school diploma. Having prior experience in a customer support field enhances job competitiveness although most employers still provide on-the-job training to acquaint new recruits with job procedures and practices
- Customer Service Skills: Customer service reps are able to politely relate with clients to ensure they are completely satisfied with products and services
- Communication Skill: They are well versed in interacting with clients using clear and appropriate language
- Time management Skill: They are skilled handling multiple customer calls within minimal timeframe.