

Customer Support Representative Job Description

Duties and Responsibilities:

- Listen to customers to identify their needs and concerns
- Provide solutions effective in addressing clients' issues or resolving their problems
- Give information concerning company products and services
- Conduct research as may be required to obtain answers to client issues
- Identify and utilize upselling opportunities to offer customers company products/services in order to meet sales target
- Ensure compliance with established communication procedure, policies, and regulations
- Offer support to customers via phone calls, emails, instant messaging or face-to-face interaction
- Carry out assessments to evaluate customer satisfaction level and make adjustments where necessary
- Create and maintain customer records to ensure an up-to-date client account information
- Process payments and handle product recall, refund or exchange
- Contact customers to inform them of deals/promotions, as well as to obtain feedback
- Operate computer systems and tools in handling high volumes of customer calls
- Ensure job operation is performed in line with set standards of customer service
- Escalate difficult customer issues to more experienced employees for proper resolution
- Plan and organize workflow to meet customer time constraints
- Engage customers in open interaction to build and maintain positive trust relationship
- Prepare and submit to management reports on customer support operation.

Customer Support Representative Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a customer support rep, you require minimum of a high school diploma. About 1-2 years of experience in a call center or customer service industry is necessary for the job. Proficiency in the use of call handling equipment is relevant for the position, although most employers provide on-the-job training to acquaint new recruits with customer support operations
- **Communication Skill:** Customer support reps understand and fluently speak appropriate language when interacting with clients
- **Listening Skill:** They actively listen to customers to identify their issues, needs or requirements
- **Problem-solving Skill:** They are well versed in providing solutions effective in meeting the needs of customers.