

Customer Care Representative Job Description

- Overseeing a team of junior customer service representatives who with supervision from the customer care representative help to bring solutions to customer problems
- Keeping detailed and adequate records of customer interactions, transactions, comments, and complaints
- Handling customer complaints by providing appropriate solutions and alternatives, and then following up to ensure resolution
- Assistance with the placement of orders, refunds, or exchanges
- Cooperation with the customer care manager to ascertain proper customer service is being delivered
- Answering incoming calls regarding service questions, product problems, billing issues, and general client concerns
- Regular update and maintenance of customer's account using computer software programs
- The resolution, prioritizing, and researching customer issues in a timely and accurate fashion.