

Call Center Customer Service Representative Job Description

Our company is looking for a call center customer service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center customer service representative

- Adapt to changes at work (products, services, policies, etc)
- Provide basic troubleshooting on service and equipment issues
- Adhere to a structured schedule/shift
- Follow dress-code expectations
- Additional info as relevant to location
- Experienced employees can earn a salary and target bonus of (\$31.2K + 10% short term incentive)
- Fun atmosphere (music playing, themes, contests, etc)
- Cafeteria, Incentive Room, and Recreation area
- Candidates can earn a salary and target bonus of (\$35k + 5% short term incentive) annually
- Answers calls and respond to emails

Qualifications for call center customer service representative

- Handles customer inquiries both telephonically and by email
- Manages and resolves customer complaints
- Enters new customer information into system
- Processes orders, forms and applications
- Route calls to appropriate resource when necessary
- Follows up customer calls where necessary

Job Description For Customer Service Representative Call Center

United States Department of Labor

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the United States Department of Labor text.

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organizes all the OOH jobs by personality codes so readers can easily find related job descriptions after using any career assessment based on Holland's six personality types: Realistic, Investigative, Artistic, Social, Enterprising, and Conventional.

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Department of Labor, 2005-12-06 Occupational Outlook Handbook has the most authoritative career data available compiled by the U.S. government and is fully updated every two years. With record numbers of students graduating from college, there is a need for comprehensive up-to-date career information. Related occupations included in each listing introduce readers to other jobs of possible interest. **When America Does it Right** Jay W. Spechler, 1988 Drawing from his experiences with

American Express and contacts through the Institute of Industrial Engineers, the author intends to assist executives who wish to improve their company's service quality. The book's core is a collection of case studies from 56 leading U.S. companies grouped into 27 industrial categories. **The CAVE Creed** Frank Troppe, 2003 *Encyclopedia of Careers and Vocational*

Guidance: Career articles, A-C, 2011 Provides detailed facts and current statistics for over 750 occupations in more than 90 key career fields. Contains more than 500 photographs. **Analysis of Employee Turnover and Job Performance for Call**

Center Representatives Anthony J. Adorno, 1999 **Annual Report** East Bay Municipal Utility District (Calif.), 1987

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