

I'm not robot!

## CUSTOMER SERVICE AGENT JOB DESCRIPTION

### EMPLOYER INFORMATION

Name: WHEELS ELECTRONIC BIKES  
Address: 456 ELM STREET, CHICAGO, IL 60607  
Phone: (555) 555-5555  
E-Mail: staff@wheelsbikes.com

### EMPLOYMENT ELIGIBILITY

Job Title: Customer Service Agent  
Reports to: Tamika Wheeler  
Job Location: Remote  
Start Date: Sept. 1<sup>st</sup>, 2021  
Job Type:  Full-time  Part-time  Independent Contractor  Intern  
# of Hours: 40 Hours per week

### JOB DESCRIPTION

Quality growing bike manufacturer seeks customer service agent to handle calls, emails and texts from customers and prospective customers about products. Job will involve communicating with both customers and internally to resolve issues.

### RESPONSIBILITIES AND DUTIES

- Receive customer communications
- Diagnose customer warranty issues
- Accurately record customer issue
- Verify account information
- Where appropriate, resolve issues
- Report issues within company
- Maintain contact for long-term fans
- Bring attention to new products

### QUALIFICATIONS / REQUIREMENTS

- Capacity for high call volume
- Patience with tough requests
- Friendly disposition
- Inclination toward problem-solving
- Understand company structure
- Ability to explain technical terms

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### Job Description For: Customer Service Representative

#### JOB DESCRIPTION SUMMARY

This Job Description establishes and defines the authority, accountability, reporting relationships, responsibilities, and duties of the Customer Service Representative at Glacier Jet Center.

#### REPORTING RELATIONSHIPS

The Customer Service Representatives report to the Customer Service Department Manager. In his/ her absence, the General Manager Mike Talbot and in his absence to the Assistant General Manager Curt Inabnit.

#### REQUIREMENTS

Education  
- Required: High School Diploma or GED  
- Preferred: College level credential such as AS, BS, BA.  
Licensing/Registration/Certification  
- Required: Valid Driver's License

Experience Minimums  
- 2 years experience in a Customer Service occupation as well as 1 year sales transaction processing to include cash, credit card, invoicing

Skill, Knowledge and Abilities  
- Ability to perform basic arithmetic: math calculations.  
- Ability to understand and follow instructions.  
- Excellent oral and written communications skills.  
- Ability to handle multiple tasks and demands.  
- Knowledge of, and proficiency with, windows based software - specifically Microsoft Office to include Outlook, Word, Excel, and OneNote.  
- Knowledge of telephone switchboard activities such as hold, park, transferring and paging.  
- Ability to learn Total FBO, Vesder-Root, Fuel Master Plus.

Physical  
The employee must have full use of all five senses. They must be able to move through the building assisting customers and will be required on occasion to assist with baggage or bringing customer cars to their aircraft. Additionally may be required to help deliver catering, ice coffee and papers to aircraft. The employee will spend most of their time behind a counter. They must be able to sit, stand, and move about from station to station.

Mental  
Must be able to handle prioritize, manage, and deal with multiple tasks. Must be able to understand and communicate instructions verbally.

#### WORKING CONDITIONS

The employee will work inside a climate controlled smoke free environment most of the time. Occasional short periods may be required outside in the area of operating a craft and equipment. The employee will work inside a climate controlled smoke free environment most of the time. Occasional short periods may be required outside in the area of operating aircraft and equipment exposing the employee to the hazards associated with this environment. Employee may be asked to work over-time or different shifts than normally scheduled.

#### JOB DESCRIPTION

Position:	Customer Service/ Internal Sales Representative
Department:	Call Centre
Reports to:	Customer Service Manager
Direct Reports:	Nil
Internal Relationship:	Call Centre
KPIs	

#### Purpose:

To provide an exceptional level of service to prospective SME customers relating to all Reckon products (mainly Quicken & QuickBooks) and meeting sales targets. You will assist them in understanding our products and identify solutions to fit their needs, generating sales and renewals, whilst continuing to achieve customer satisfaction levels.

#### Responsibilities:

- Answer all incoming customer calls in a professional and efficient manner.
- Educate the customer on our product range.
- Offer a variety of product related solutions to clients.
- Data entry of customer registrations.
- Receive and process orders on behalf of customers in an efficient and accurate manner, as well as providing order status updates.
- Utilise inbound call opportunities to generate sales and renewals.
- Develop strong relationships with customers and demonstrate how we can add value to their business.
- Identify potential customer needs/ opportunities to grow our business.
- Conduct follow up calls on a daily basis to customers who have expressed an interest in our products.
- Respond to customer emails in a professional manner.
- Work with and support our Professional Services Group, helping to support customers and opportunities.
- Create and maintain records in database.
- Miscellaneous administration tasks.
- Attend weekly customer service meetings.
- Set clear and achievable expectations with clients and achieving them.
- Attend all product training sessions.
- Comply with all company procedures and policies including OH&S.
- Proactively contribute to the ongoing development of departmental processes and policies.
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## JOB DESCRIPTION

**Title** Bank Teller

#### Position Summary

Bank tellers are responsible for providing exceptional customer service including efficient and accurate transaction processing.

#### Key Duties & Responsibilities

- Accept retail and/or commercial deposits, loan payments, process checking and savings account withdrawals.
- Cash checks.
- Maintain an adequate cash drawer at all times; this includes buying and selling currency from the vault as necessary.
- Balance cash drawer in accordance with Bank procedures and regulations including periodic batching of cashed checks.
- Process credit card cash advances.
- Assist in ordering, receiving, verifying, and distributing cash.
- Answer customer inquiries and refer customers to the proper service area for issues that cannot be resolved at the teller line.
- Providing additional products including Cashier's Checks, Personal Money Orders.
- Assist customers in accessing safety deposit boxes.
- May be responsible for bank opening and/or closing.
- Maintains the highest level of confidentiality with all information obtained.
- Promotes the bank's products and services.
- Represent the Bank in a manner that maintains and expands positive relations with all customers, potential customers and co-workers.
- Perform as a team member in all locating and coordinating the work flow.
- Contribute to the fulfillment of department and company objectives and goals.
- Comply with all department and company policies, procedures and regulations.
- Other duties as assigned.

#### Knowledge, Skills & Abilities

- Excellent customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees.
- Mathematical skills.
- Strong communication & organizational skills.
- Detail oriented, high degree of accuracy.

## CUSTOMER SERVICE OPERATOR JOB DESCRIPTION

### Job Role and Summary

The Customer Service Operator is responsible for returning clients during telephone calls to obtain information that are useful in providing effective solutions and establish complex issues to more experienced customer service operators for proper resolution. This job position needs a person who has terrific interpersonal and communication skills that will contribute to the efficacy of handling customer requests.

### A. Duties and Responsibilities

1. Manages inbound calls to establish effective and timely resolution of customer concerns and needs to achieve satisfactionBuild sustainable relationships and trust with customer accounts through open and interactive communicationProvide accurate, valid and complete information by using the right methods/toolsMeet personal/customer service team sales targets and call handling quotasHandle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolutionKeep records of customer interactions, process customer accounts and file documentsFollow communication procedures, guidelines and policiesTake the extra mile to engage customersQualifications:Proven customer support experience or experience as a client service representativeTrack record of over-achieving quotaStrong phone contact handling skills and active listeningFamiliarity with CRM systems and practicesCustomer orientation and ability to adapt/respond to different types of charactersExcellent communication and presentation skillsAbility to multi-task, prioritize, and manage time effectively This Customer Service Representative job description template is optimized for posting to online job boards or careers pages. Modify this customer service job description with the key duties and responsibilities for your CSR role. Similar job titles include Customer Service Associate, Member Service Representative, Customer Support Professional, Customer Support Representative and Contact Representative. Customer service representatives (CSR) duties and responsibilities: Customer service representatives are often a client's primary point of contact with a company. The duties and responsibilities of a CSR include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction. Hiring a Customer Service Representative? Sign up for Workable's 15-day free trial to post this job and hire better, faster. Job briefWe are looking for a customer-oriented service representative. What does a Customer Service Representative do? A Customer Service Representative, or CSR, will act as a liaison, provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The best CSRs are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk and understand the value of good communication skills. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless, and these CSRs can gather that for you. Problem-solving also comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don't have enough information to answer customer questions or resolve complaints. The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction. ResponsibilitiesCustomer Service Responsibilities list. Manage large amounts of incoming phone calls Identify and assess customers' needs to achieve satisfaction Build sustainable relationships and trust with customer accounts through open and interactive communication Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies Take the extra mile to engage customers Requirements and skills Proven customer support experience or experience as a Client Service Representative Track record of over-achieving quota Strong phone contact handling skills and active listening Familiarity with CRM systems and practices Customer orientation and ability to adapt/respond to different types of characters Excellent communication and presentation skills Ability to multi-task, prioritize, and manage time effectively High school diploma A Customer Service Representative works with clients who have complaints, orders, or require information about products/services purchased from the organization. They also provide solutions that fit those individualized situations and prioritize the customers' needs at each step of the process. What are the duties and responsibilities of a Customer Service Representative? A Customer Service Representative is the first person most customers communicate with when they have a problem. The Customer Service Representative must handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience. What makes a good Customer Service Representative? A good Customer Service Representative must have excellent communication skills since they will be speaking directly with customers. Also, they must have a strong understanding of their company's products and services to address customer questions. They should also have a pleasant attitude to de-escalate potentially hostile customers and need to work in a fast-paced environment. Who does a Customer Service Representative work with? Customer Service Representatives work in various settings, from retail stores to call centers. In most cases, a Customer Service Representative works on a small team under a Customer Service Manager. Start a free Workable trial and post your ad on the most popular job boards today. Currently hiring a customer service representative and in need of a great job description template? Look no further! We have crafted a simple template that will help attract the best person for the role. We see all sorts of customer service rep job requests posted on Sidekicker, alongside hundreds of other business administration type roles. So, we are going to take some of that hard work off your hands and share what we've learnt. Enjoy using this Customer Service Representative job description template as a job ad on Seek, to post as a request on Sidekicker or help guide your interview questions. Here is your Customer Service Representative job description template As a Customer Service Representative of [insert company name], it is your responsibility to assess and fulfil customer needs by exerting a great deal of knowledge, empathy and professionalism. You are people-orientated and adaptable, with outstanding problem-solving skills. Being a constant point of contact for customers, you have the opportunity to create and/or completely transform a customer's experience with our company. For this reason, it is integral that you are friendly and well-informed in your approach. To succeed in this role you will have: Strong written and verbal communication skills Confidence on the phone Basic data entry knowledge Ability to multitask, prioritize and manage time effectively Ability to retain and recall important information Capacity to work independently and proactively High aptitude for following communication guidelines, procedures and policies This role is customer-focused, and you will be part of the [insert department here] providing day-to-day support across the following: Managing large amounts of incoming calls and email enquiries Answering detailed product and service questions Identifying and fulfilling customer needs to achieve satisfaction Handling complaints, providing appropriate solutions and alternatives Keeping records of customer interactions, processing customer accounts and filing documents Reading and learning scripts Compiling reports on overall customer satisfaction Keeping customers happy is a critical part of any strategy for business growth. And central to that effort are your frontline customer service representatives. The ability to actively listen to customers when they relay issues or complaints and then to develop creative solutions are essential skills — and not always easy to find. As you consider your customer service responsibilities list and whether you might even need a remote customer service job description, you want to make sure that the way you describe this position is tailored to your specific business needs. For example, a bank customer service job description would likely include references to financial privacy and the need to protect customer data. A retail customer service job description, on the other hand, might be more focused on product knowledge and sales support. You don't need to write your customer service representative job description from scratch. Our free customizable template below has optimized keywords as well as the structure and organization to get you started. Simply copy, edit and revise this template to meet your specific job requirements and duties. If you'd like to see how other companies are advertising their positions, you can also check out these customer service representative job postings for more ideas.

### B. Skills

1. Candidate must have excellent customer service skills and can work well with others.
2. Pays keen attention to detail and able to evaluate the requests of customers to provide solutions that are useful in meeting their needs.

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Customer services description responsibilities. Customer.service job description.

We are looking for a customer-oriented service representative. Role Objectives: A customer service representative, or CSR, will act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency. The best CSRs are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Customer feedback is priceless, and these CSRs can gather that for you. Problem-solving also comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don't have enough information to resolve customer complaints. The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction. Key Responsibilities: Manage large amounts of incoming calls Generate sales leads Identify and assess customers' needs to achieve satisfaction Build sustainable relationships and trust with customer accounts through open and interactive communication Provide accurate, valid and complete information by using the right methods/tools Meet personal/customer service team sales targets and call handling quotas Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution Keep records of customer interactions, process customer accounts and file documents Follow communication procedures, guidelines and policies Take the extra mile to engage customers Qualifications: Proven customer support experience or experience as a client service representative Track record of over-achieving quota Strong phone contact handling skills and active listening Familiarity with CRM systems and practices Customer orientation and ability to adapt/respond to different types of characters Excellent communication and presentation skills Ability to multi-task, prioritize, and manage time effectively This Customer Service Representative job description template is optimized for posting to online job boards or careers pages. 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This Call Center Representative job description template is optimized for posting in online job boards or careers pages and easy to customize for your company. Similar job titles include Contact Representative, Call Center Representative responsibilities include: Managing large amounts of inbound and outbound calls in a timely manner Job description samples for similar positions. If this template doesn't suit your needs, see our job descriptions for related positions: Chief Marketing Officer, Chief Technology Officer, Chief Operating Officer This Sales Associate job description template includes key sales associate duties and responsibilities. It's ready to post on online job boards to help you attract and hire qualified salespeople who'll achieve your sales quotas and improve your customer service experience. 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Account Manager responsibilities include: Operating as the lead point of contact for any and all matters specific to your accounts What Does a Medical Customer Service Representative Do? Medical customer service representatives are literally the voice of a brand, and foster strong relationship between the organization they represent and their customers. The medical customer service representative job description entails providing customer support duties, which include interacting with ...

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