

# Customer Service Representative Position Summary

The Customer Service Representative is responsible for providing effective and efficient support to customers by responding to inquiries, resolving issues, and offering information about products and services. This role manages customer interactions via phone, email, or chat, ensuring a high standard of service and customer satisfaction.

## Key Responsibilities

- Respond promptly and professionally to customer inquiries.
- Provide accurate information regarding products, services, and policies.
- Resolve customer issues and complaints with empathy and efficiency.
- Process orders, forms, applications, and requests.
- Maintain records of customer interactions and transactions.
- Follow communication procedures, guidelines, and policies.

## Qualifications

- High school diploma or equivalent.
- Strong communication and interpersonal skills.
- Ability to multi-task, prioritize, and manage time effectively.
- Basic proficiency with computers and customer service software.
- Prior experience in a customer service role is a plus.