

Customer Service Representative

Job Overview

The Customer Service Representative serves as the first point of contact for customers, providing support, answering inquiries, and resolving issues efficiently to ensure customer satisfaction.

Key Responsibilities

- Respond promptly to customer inquiries via phone, email, or chat.
- Provide accurate, valid, and complete information by using the right methods or tools.
- Handle customer complaints, provide appropriate solutions and alternatives, and follow up to ensure resolution.
- Process orders, forms, applications, and requests.
- Maintain customer records by updating account information.
- Follow communication procedures, guidelines, and policies.

Requirements

- High school diploma or equivalent; college degree preferred.
- Proven customer support experience or experience as a client service representative.
- Strong phone contact handling skills and active listening.
- Familiarity with CRM systems and practices.
- Excellent communication and interpersonal skills.
- Ability to multi-task, prioritize, and manage time effectively.

Skills

- Problem-solving
- Patience and empathy
- Attention to detail
- Adaptability
- Teamwork