

Customer Service Representative Job Description

Job Title

Customer Service Representative

Job Summary

Provide excellent customer service by responding to customer inquiries, resolving issues, and supporting overall customer satisfaction.

Key Responsibilities

- Respond to customer inquiries via phone, email, or chat in a timely manner
- Assist customers with product and service information
- Resolve customer complaints and issues effectively
- Document interactions and maintain accurate records
- Collaborate with internal teams to address customer needs

Requirements

- High school diploma or equivalent
- Excellent communication and interpersonal skills
- Ability to handle challenging situations with professionalism
- Familiarity with customer service software and tools
- Strong problem-solving abilities

Preferred Qualifications

- Previous experience in a customer service role
- Knowledge of [industry or product]
- Bilingual abilities are a plus

Work Environment

Office-based or remote setting with standard working hours and occasional overtime based on business needs.

Reporting To

Customer Service Manager