Customer Service Professional Job Description Sample

We are seeking an experienced Customer Service representative for our busy inbound call center. If you have experience providing efficient phone service with a professional and assuring voice, we would like to speak with you. Our Customer Service teams are an incredibly valuable asset to our business. You will work with our patrons by fielding orders, customer questions, and sometimes, complaints.

Excellent phone skills are required for this position. You must have good communication skills and be able to multi-task while taking calls. You must be patient and a very good troubleshooter. Above all, you listen closely, decide the right course of action, and keep the customers satisfied. Being able to respond to customers’ needs with an assuring tone is essential to this position.

You will meet all metrics associated with a busy call center as set by management including calls per hour and service quality goals. You will be comfortable handling customers even when they are frustrated. Dealing with frustrated customers will require you to keep your professional composure.

You will record all customer contact in our proprietary database. The ability to touch type at least 40 words per minute is a requirement for the role.

Higher salaries will be offered to those who speak conversational Spanish or other non-English languages.

Responsibilities

* Handles customer issues by listening, answering questions, solving problems, or taking orders by phone, in person, or on a computer.
* Works to achieve established quality metrics as set by the organization.
* Enters customer input and any actions taken into a database.
* Refers customers to other departments or supervisors when necessary.
* Troubleshoots customer complaints and provides solutions in a pleasant and efficient manner.
* Politely engages with customers to ensure a positive experience.
* Provides support to customers using email, phone, web chat boxes, or video conferencing.
* Researches answers to questions and can talk customers through troubleshooting problems
* Strengthens brand relationships by negotiating with customers.

Required Skills

Educational

* High School Diploma or General Education Diploma (GED).

Technical

* Computer proficient and able to learn proprietary or other customer relationship management software to perform tasks.
* Experienced with word processing and spreadsheets.
* Order entry skills and good at documentation.
* Able to read, interpret, and retain safety rules, maintenance, operating, and procedure manuals.
* Can touch type at 40 wpm or higher.
* Can simultaneously talk, type, and look at a computer monitor.
* Basic math skills with an ability to add, subtract, multiply, and divide numbers.
* Can interpret graphs or other data visualization tools.
* Knowledge of business workflows and procedures.
* Excellent knowledge of company products or services.
* Excellent at problem solving.
* Good sales ability; can upsell new products or services.
* Ability to speak and understand a foreign language is a plus.

Communication/Organizational

* Excellent communicator who is also able to practice active listening.
* Critical thinking and analytical skills.
* Able to function effectively under high pressure.
* Expert intuitive people skills.
* Detail oriented, focused, methodical, and organized.
* Exceptionally responsible, efficient team player.
* Excellent communicator in writing, by phone, and in-person.
* Patient and polite demeanor even when frustrated.
* Outstanding phone skills.
* Extreme attention to detail.
* Able to grasp patterns of behavior and discern meaning.

Benefits

* Full-time and include benefits or part-time.

How to Apply

* Apply by forwarding your resume along with a cover letter.