

Skills Contest Interview Skills Contestants Job Description

Customer Service Representative

SUMMARY: Progressive organization seeking energetic customer service representative to gather information by phone and in person. Explain company services and products to the customer and assist them in choosing appropriate services to their needs.

DUTIES: Work directly with customers on the phone or in person, type information into the company database, help customers choose services and products to cover their needs, and help solve problems as they arise.

QUALIFICATIONS:

1. Must have strong communication skills including oral and written skills.
2. Must be able to work well with a variety of people.
3. Able to show empathy, patience, and tact in dealing with customers.
4. Provide problem-solving and decision-making skills.
5. Accurately gather information.
6. Attention to detail.
7. Basic computer skills with willingness to learn in-house computer system.
8. Basic math skills.

EXPERIENCE: Prefer experience working with the public but willing to train.