

Call Center Customer Service Representative Job Description

Our company is looking for a call center customer service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center customer service representative

- Adapt to changes at work (products, services, policies, etc)
- Provide basic troubleshooting on service and equipment issues
- Adhere to a structured schedule/shift
- Follow dress-code expectations
- Additional info as relevant to location
- Experienced employees can earn a salary and target bonus of (\$31.2K + 10% short term incentive)
- Fun atmosphere (music playing, themes, contests, etc)
- Cafeteria, Incentive Room, and Recreation area
- Candidates can earn a salary and target bonus of (\$35k + 5% short term incentive) annually
- Answers calls and respond to emails

Qualifications for call center customer service representative

- Handles customer inquiries both telephonically and by email
- Manages and resolves customer complaints
- Enters new customer information into system
- Processes orders, forms and applications
- Route calls to appropriate resource when necessary
- Follows up customer calls where necessary

Job Description For Customer Service Representative Call Center

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