Downloaded from <https://www.velvetjobs.com/job-descriptions/agent-customer-service>

# Example of Agent, Customer Service Job Description

Our company is looking for an agent, customer service. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for agent, customer service

* Work closely with dispatch and accounting department
* Answer inbound calls/emails
* Handle customer problems and questions using multiple computer programs
* Coordinate different teams in different locations to get the job done
* Create a sense of urgency, when it is impacting a customer
* Computerized check-in of passengers for international and domestic travel
* Designate seat assignments
* Verify documentation for international and domestic flights
* Ensure correct boarding passes are provided to each passenger for the assigned charter flight
* Verify ticket and seat reservations

## Qualifications for agent, customer service

* A true desire to help others!
* Comfortable utilizing search engines and doing data entry
* Or service scheduling
* Applies understanding of aircraft cargo loading capacities
* 10-Key By Touch and Proficient in Data Entry
* 3 to 5 years customer service and or optical background/experience