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# Example of Call Agent Job Description

Our growing company is looking for a call agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for call agent

* Speak to members about how to enroll in
* Interpret needs of members accurately to relay correct information
* Handling customers who are not computer savvy
* Providing efficient and excellent customer service in a timely manner
* Provide courteous, prompt and professional service to customers over the phone with the goal of resolving customer questions and concerns during the first contact
* Work with employees and management in our stores to ensure that customer concerns are addressed in the most efficient manner
* Offer value-added solutions and promote customer loyalty by providing exceptional customer support
* Maintain up to date knowledge of new policies, procedures and products
* Process routine clerical transactions in between calls
* Previous experience in a call centre or customer service environment required

## Qualifications for call agent

* Provide customer support to clients via telephone, e-mail, chat or web channels
* Learn and become knowledge of customer products and services
* Act with sensitivity in all customer interactions
* Promote teamwork and contact center success
* Desktop Hardware and associated peripherals
* Microsoft Standard Office Products (Outlook/Word/Excel)