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

# Example of Call Agent Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of call agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for call agent

* Proficient PC and keyboarding skills (Word, Excel, eMail)
* A quick learner that can become a Subject Matter Expert in VIOC services, pricing and procedures
* Deliver world class customer service to customers with issues and inquiries via phone in a contact center environment
* Maintaining solid customer relationships by handling customer inquiries
* Uses proprietary software programs to track calls
* Utilizes research skills to troubleshoot customer issues
* Excellent communication abilities are essential
* Provides proactive communication to internal and external customers
* Maintains productive relationship with peers through positive team work
* Works with customers to identify automotive maintenance needs

## Qualifications for call agent

* Ability to attend work and be productive during normal business hours and to work early, late, weekend hours, certain holidays or when needed as requested by Team Supervisor or Manager
* Have a clear speaking voice
* At least 3-5 years of mortgage experience preferred
* Some experience working as a Customer Service Representative in a call center
* Ability to multi-task while on the phone, including working in multiple programs, adding case notes
* Friendly, professional, and compassionate attitude