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# Example of Call Agent Job Description

Our company is looking for a call agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for call agent

* Control and manage stock of Gear Landing
* Utilizes a software program to document, track, and monitor each call received
* Responsible for contributing to bank deposit growth through referrals, product solicitation
* Always provides the highest level of customer service
* Answer customer questions as they arise
* Meet deadlines and quotas
* Log all guest requests or issues, contact appropriate individual or department and follow up with guest to ensure their request has been met to their satisfaction
* Conduct inbound and outbound collection calls on delinquent accounts
* Represent VIOC retail locations throughout the country
* Quote prices for services offered by the VIOC retail locations and their partners

## Qualifications for call agent

* Prior experience in a similar role is prefered
* Minimum one (1) year experience in a call center required
* Demonstrated maturity and leadership abilities
* Ability to use MS Word, Excel and Outlook
* Ability to approach conflict resolution with a positive attitude
* Knowledge of billing, payments, collections