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# Example of Call Center Customer Service Rep Job Description

Our growing company is looking to fill the role of call center customer service rep. 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 center customer service rep

* Assist members in taking and executing online payments
* Utilize software effectively through training and practice
* Providing online connection support for the Nintendo gaming systems
* Assisting consumers with setting up and/or using a wireless network with their Nintendo gaming system(s)
* Troubleshooting connection problems including walking consumers' through network security settings and router settings
* Answering consumer questions regarding the online features of their Nintendo game systems
* Documenting and forward consumer comments
* Collaborating and sharing solutions with members of the Tech team
* Answering consumer calls from children and adults
* Navigating computers via remote access

## Qualifications for call center customer service rep

* Previous experience receiving calls and making outbound calls to customers to explain Insurance Benefits related to health insurance to resolve issue and answer questions according to department protocols and requirements
* Minimum 2 years of experience in call center environment, including 6 months experience in healthcare, medical insurance, or related field
* Knowledge of medical and claim terminology
* Knowledge of healthcare/managed care industry, types of services and general business processes
* Ability to handle escalated situations in a customer service oriented and professional manner
* Ability to separate professional rules from personal feelings