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

# Example of Call Center Customer Service Representative Job Description

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

* Negotiates and/or accepts payments and payment arrangements with delinquent customers that achieve mutually agreed upon terms and conditions
* Exercises professional and ethical judgment in dealing with involved, complex or difficult customer situations during telephone transactions
* Maintains current knowledge of Company systems, policies, procedures, reporting and other information to profile customer needs and ensure customer satisfaction
* Promotes, informs and sells customers utility and HSP products and services offered through various marketing programs and initiatives
* Answer inbound calls and answer customer questions
* Follow up on customer inquiries
* Arrange transportation for medical appointments and complete required documentation
* Must be able to work in a fast paced environment and use multiple software applications
* Recent customer service experience in a call center environment
* We welcome individuals from the Hospitality, Retail and Restaurant industries to apply

## Qualifications for call center customer service representative

* Passion for high levels of customer service work
* Desire to be a punctual team player
* Able to work on some Saturdays
* Perfect attendance
* Friendly and eager learn
* Must have 2-year experience with EDI from customers