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# Example of Call Center Customer Service Representative Job Description

Our growing company is hiring for a call center customer service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for call center customer service representative

* Set schedules of 24 hours per week including 1 Saturday or Sunday with potential to work overtime hours
* Benefit package to include 401(k) plan
* Employee Assistance Programs and Health Advocate
* Accrue PTO vacation time on the first day
* VPP Monthly Bonus Plan - potential to earn month on average up to an additional $150.00 per month
* Variety of clerical duties including faxing, copying, filing
* Be provided with 12 weeks of paid training ongoing coaching and development to ensure your success
* Respond to phone inquiries from agents and insurers
* Quickly and efficiently access needed information to help resolve any issues
* Must demonstrate strong familiarity with computers and basic application familiarity

## Qualifications for call center customer service representative

* Ability to work overtime and on holidays as needed by the business, and in inclement weather conditions
* The opportunity to work in an environment where you can see the impact of your contributions on a daily basis
* EXCELLENT communication skills, strong verbal & written abilities
* Computer proficient in MS Office, and other common desktop software applications, strong internet knowledge, Sales Force, and Five9 experience is a plus!
* Great social skills to take customer orders, and resolve customer issues
* High School Diploma or equivalent with 2+ years of HVAC or Call Center experience