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# Example of Call Center Operator Job Description

Our growing company is searching for experienced candidates for the position of call center operator. 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 operator

* High school diploma with 6 months related experience in operations or a comparable field
* Experience working with public contacts and telephone responsibilities preferred
* Technically strong (MS Office, websites, ) with above average report writing skills
* Candidate will work towards moving to an Operator II role within 12 months of becoming a certified Operator I
* Must have the ability to follow written and oral instructions
* Must be able to manage time and task efficiently
* Must be able to work at a computer console for extended amounts of time’
* Must have the ability to work closely with others
* Providing timely and accurate information to incoming customer order status and requests
* Processing customer orders/changes according to established department policies and procedures

## Qualifications for call center operator

* Providing timely feedback to the company regarding customer concerns
* Exceeding customer's service expectations
* Talking with customers by phone concerning orders
* Receiving and entering phone and fax orders
* Calling customers when necessary to advise, and/or provide information necessary to process orders
* Initiate tracers with truck foreman