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# Example of Consumer Representative Job Description

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

## Responsibilities for consumer representative

* Assists in creating and documenting COBRA customer service processes, tools and workflows
* Provides ongoing training for the COBRA team
* Serves as back up assistance for other COBRA department needs when necessary
* Professionally respond to incoming customer assistance requests received via phone, letter or internet (chat, social network, email)
* Maintain accurate database records utilizing web-based Customer Relationship Management software
* Utilize internal and external resources to obtain information needed to respond to customer inquiries
* Provide responses or referrals to consumers, dealers, distributors, and others requesting information on Trane and American Standard products, services, and programs as requested
* Coordinate requests and follow-up with other teams as needed to insure efficient handling of customers' requests
* Provide information for status reports on incoming and outgoing contacts handled by customer relations team
* Maintain and update a database of FAQ responses

## Qualifications for consumer representative

* Thorough understanding of company's products, software, and services
* Flexibility and availability to work any of three (3) shifts falling between the department's hours of operation (Monday-Friday 8am EST-8pm PST)
* At least two years of experience providing software technical support for external customers through phone and/or email/chat in a call center environment required
* Detail oriented, self-assured, tactful, supportive
* Demonstrated PC literacy (Outlook, Word, Excel)
* Work with management, other team members and various departments in resolving customer issues