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# Example of Contact Center Representative Job Description

Our innovative and growing company is looking for a contact center 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 contact center representative

* Route calls to appropriate clinics, answering services, and/or others as appropriate
* Technical Master Data – Reviews and completes data completion reports and items assigned
* The above is representative of the level and kind of duties and responsibilities which are assigned to this position
* Providing superior level service to all members
* Identifying member needs and educate them on products or services that meet those needs
* Research and resolve member service issues
* Preparing and processing financial transactions and correspondence
* Learn all duties of the department in order to assist other team members
* Complete new hire required soft skills and additional call type training classes
* Diagnostic capture

## Qualifications for contact center representative

* Responsible for the efficient handling of low complexity physical damage losses
* Verify coverage, proper assignment of estimate channel, rental, and prompt payment of various physical damage and CAT claims
* Complete checklist to verify a total loss vehicle and prompt referral to Advanced Claims Service Team (Total Loss)
* Training and Experience – Grade level varies based on training and experience
* Accuracy - Requires attention to detail when entering information on the PC
* Contacts - Has almost continual contact with customers and other company personnel in giving and receiving information, explaining company services, attempting to resolve customer complaints