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

# Example of Contact Center Representative Job Description

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

* Achieve performance standards set by the department
* May be tapped to provide operational support to other units as required by the business
* Consistently maintain professional telephone etiquette
* Successfully complete additional skills training as required/requested
* Serve as a direct point of contact for individuals registering for federal assistance and seeking relief program referrals through multimodality applications, phone, live chat, email, and social media
* Conduct an interview and/or inquiry with patience, tact, and courtesy to determine needs, and provide instructions and/or referrals
* Enter information into an online system, while following instructions and conducting a scripted interview
* Provide phone number and agency referrals as necessary for applicable secondary support organizations and other assistance
* Complete all data entry while the individual seeking assistance or information is actively communicating
* Determines which lending products benefit the customers and completes the application

## Qualifications for contact center representative

* Must be computer literate and able to multi-task
* Typing a minimum of 35/wpm required
* Attendance is key to a successful contact center, so being able to meet the requirement is critical
* Must be able to perform and adhere to contact center policies
* Ability to work afternoons, evenings as late as 10 pm, & Saturdays
* Onlinejobs@bryantstratton.edu