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# Example of Customer Agent Job Description

Our company is growing rapidly and is looking for a customer agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer agent

* 42.5 hours each week on an hourly rate of £7.05/7.50 (National Minimum Wage)
* Handle all phone calls/inquires in a professional way with a service-oriented mindset and return call promptly
* Provide feedback to customers timely if unable to solve their problems on the spot
* Closely coordinate with GSC/SM to ensure the accuracy
* Understand booking CSOP and requirement
* Follow strictly the booking guideline from Trade and Marketing
* Ensure the operational deadlines are strictly adhered to
* Maintain the booking quality at any time
* Ensure the booking turn time meet the target and exceed customer’s expectation
* Attend all pending tasks in GCSS/MDWS timely

## Qualifications for customer agent

* There are two groups within Customer Service for two languages
* Must be able to sign using ASL for extended periods of time
* Keyboards routinely used throughout the day
* Must be willing to work flexible hours, weekend included
* Excellent level of verbal and written English
* To ensure that vehicles are checked and cleaned to the required standards and subsequently available for rental use