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# Example of Customer Care Agent Job Description

Our growing company is looking for a customer care agent. 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 customer care agent

* Act as a customer service liaison to patrons regarding operational inquiries, questions, refunds
* Communicate with co-workers and manager to remain up-to-date on any information regarding the system that may need to be relayed to callers
* Job shadowing as needed
* Document and communicate key information for late drivers, refusals, profile updates and Master Data issues
* 1st point of contact to troubleshoot GPS phone or web issues for the sales force
* Order entry received via email and fax
* Alaska and Export processing
* Redeployments
* Delivery Group settlement and adjustments to ensure accuracy of branch inventory and customer billing
* Process claims communicated to the NCC

## Qualifications for customer care agent

* Basic typing, telephone, and computer skills required
* The agent must be capable of demonstrating good verbal communication skills with internal and external customers
* Must demonstrate good time management and organizational skills through past performance
* You will be required to pass (3) course assessments throughout your training for continued employment
* All training time is mandatory with 100% attendance without exception, and must be completed within the time allotted
* You will be required to purchase an analog telephone and headset in order to make and receive calls while working from home