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# Example of Customer Care Representative Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer care representative. 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 representative

* Handles most basic internal/external queries across a range of products
* Other duties assigned by Leadership Team
* Foster a unified and integrated team environment with all business units including Sales, Distribution, Supply Chain, and Finance, departmental colleagues
* Complete scheduled outbound calls to obtain product orders from existing Coca-Cola customers
* Accept inbound calls related to repair requests for Coca-Cola owned equipment
* Ensure accuracy of product orders
* Meet sales and performance goals
* Answer incoming calls and process customer requests
* Minor marketing administrative support
* May help take optical measurements at the annual tradeshows

## Qualifications for customer care representative

* Free onsite gym and 25% fitness reimbursement
* Must be able to sit for extended amounts of time
* Quick learner with competence to resolve customer inquiries
* Certificate, Diploma or Bachelor Degree in related studies
* Minimum 1 year of work experience in Logistics, Supply Chain or Customer Care functions in an MNC, 3rd party logistic or freight forwarding environment
* Ideally has knowledge of SAP and SFDC