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# Example of Customer Care Representative Job Description

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

## Responsibilities for customer care representative

* CBCO
* Utilize Customer Care and IHS systems to open, manage and resolve inquiries
* Works under general supervision within a team
* Requires limited independent decision making
* May have more detailed knowledge of product disciplines
* Supports pre-sales and post-sales customer service functions by assisting customers, company sales and service representatives with questions on equipment returns, repairs, replacements, sales orders and delivery schedules
* Resolves issues/requests, answers inquiries by clarifying desired information
* Multifunctional work with Sales, Logistics, Finances, Pricing and CSM
* Respond to incoming customer communication, following through to completion and always demonstrating effective communication throughout the order /pick/pack /ship process
* Gathers and disseminates information and pursues a course of action for timely resolution

## Qualifications for customer care representative

* PC Experience necessary (MS Office)
* Ability to spot and correct errors
* Ability to multitask and willing to work in a fast paced environment
* Experience in the Healthcare or Insurance industry
* Great customer service skill set
* 6 months - 1 year working with multiple software applications preferred