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# Example of Customer Care Representative Job Description

Our innovative and growing company is looking 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

* Support sales growth by educating customers on the products, programs and promotions being offered, and upselling
* Respond to customer inquires through multiple channels including telephone, e-mail, web chat and digital channels
* Supports 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
* Multifunctional work with Sales, Logistics, Finance and CSM
* Operates a computer to obtain and extract information such as documents information, activities and changes in the database
* Provides customers with requested information
* Increase customer retention through annual escalation RIF process by facilitating proactive discussions with the customer base
* Negotiate customer renewals prior to the expiration of their contract
* Manage AR for existing base RIF past 60 days
* Reduce unnecessary CMC activity by educating the customer base on the proper operation of their system

## Qualifications for customer care representative

* 2-plus years in a customer service or account service role
* Methodical, organized, detailed and accurate under pressure
* Basic knowledge of either photography, nature observation or hunting/shooting sports is desired to assist customers with product and application
* Salesforce.com knowledge would be appreciated
* Basic interest in and/or knowledge of either photography, nature observation or hunting/shooting sports is desired to assist customers with product and application
* 1 to 2 years of experience in a customer service/sales organization with a quota or objective