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# Example of Customer Service Agent Job Description

Our growing company is looking to fill the role of customer service agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer service agent

* Promptly responds to complaints and resolves issues in a timely manner
* Respond politely and professionally to a wide variety of contacts by phone, e-mail and letter that will include comments, complaints, enquiries and appreciations from the UK public in relation to BBC output
* Quickly and accurately source information to respond to the contact and accurately log all relevant detail
* Meet both quality and productivity targets
* Communicate and share information in a proactive and productive manner with the customer and colleagues
* Be trained as required to work in other contact channels to support the business in achieving SLA’s
* Ensure data integrity of the proactive call system, milkrun program, maintain milkrun schedules and reporting
* Accomplishes detailed and thorough order management tasks
* Ensures timely resolution to any customer issues
* Maintain on-going communication with sales and operations personnel to ensure they have knowledge on customer feedback

## Qualifications for customer service agent

* Working with others - Demonstrates experience of working in a team based environment supporting the team in achieving the highest quality standards and takes an active role in generating team morale Proven problem solving skills and experience in delivering practical solutions
* Ability to lift 30+ pounds comfortably with or without a reasonable accommodation
* Positive and outgoing team player
* Insurance coverage for medical, dental and vision care
* 401(k) retirement savings plans
* Monthly and annual incentive bonus plans