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# Example of Customer Service Agent Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer service 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 service agent

* Day to day coordination across stakeholders carrying out the shipping processes
* Complete / update regularly customer specific list with all details needed (contact, special requirements )
* Prepare work instructions
* Be available on duty when necessary
* Schedule onsite appointments
* Train on our computerized system for tracking, information gathering, and/or troubleshooting
* Requires ability to navigate and multi-task a computerized data entry system or other relevant applications
* Handle customer contacts that include, but are not limited to, telephone calls, emails, and faxes in a professional manner to provide to meet the requirements of the customer
* Provide information about their upcoming reservations
* Resolve any travel arrangement issues, changes and concerns

## Qualifications for customer service agent

* Generous employee travel program
* Attend 3 weeks of Customer Service training (date to be determined)
* Must know Word, Excel, and Outlook
* Must be comfortable communicating via phone and email
* Order entry, inventory look up, filing, and other administrative duties as needed
* Ability to learn new computer systems quickly