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# Example of Customer Service Agent Job Description

Our company is growing rapidly and is looking to fill the role of customer service agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service agent

* Enhance Customer Experience together with sales
* Ensure prompt actions/response to exceptional and urgent cases
* Ensure product changes are timely communicated to customers
* Promoting E-Commerce
* Ensure freight is collected in line and monitor customer outstanding performance
* Be responsible for customer satisfaction, own and manage customer facing activities
* Proactively raise improvement areas and participate in improvement action
* Proactively support Touch team on new business opportunities from customers through “Ask For More” initiatives
* Non-working hour and holiday duty or emergency handling if needed
* Report to work punctual without unjustified absence or lateness

## Qualifications for customer service agent

* Ability to improve and develop following coaching and feedback
* Customer service experience (Call Center a plus)
* Good problem solver and strong negotiator
* Ability to multi-task/keep calm under pressure
* Independent thinker and motivated self-starter
* Ability to work diverse hours from 6am - 12am, including holidays