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# Example of Customer Service Rep Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer service rep. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service rep

* Analyzes and rectifies customer concerns using established procedures
* Communicates with clients daily
* Communicate with customers by telephone, letter, fax or email to resolve 1st and 2nd tier/escalation customer service calls/queries/problems
* Verify contacts and account information
* Examines customer problems and implement appropriate corrective action to respond to customer requests
* Make calls to resolve accounts requiring close attention, identifies problems and work through to resolution
* May collaborate with offshore call center to answer questions on process or specialized situations
* May do order fulfillment
* Manage the flow of inbound and outbound material movements
* Produce shipping and production order reports and works closely with operations personnel to insure timely and efficient completion of all shipping and production orders

## Qualifications for customer service rep

* This position also requires excellent oral and written communication skills ability to read and comprehend technical manuals
* Demonstrate the ability to become proficient in the use of proprietary operational systems
* Effectively communicate issues, needs and opportunities with customer service employees and other managers
* Fill out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders
* Demonstrate the knowledge and effective use of software applications
* Candidates must have a minimum of 1 year of Call Center Customer Service experience