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# Example of Customer Service Rep Job Description

Our company is looking to fill the role of customer service rep. 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 rep

* Manual order entry for required channels
* Interact with various internal departments as it relates to order processing to ensure ship dates are met
* Monitor order progress by reviewing various AS400 screens and reports and providing status updates upon request
* Heavy e-mail communication with customers and internal teams throughout order fulfillment process
* Work with Demand Planner and Inventory Management to resolve supply chain issues
* Answer incoming phone calls and direct as necessary
* Answering live inbound calls 90% and 10% outbound calls
* Answering questions about product
* Scheduling respiratory technician visits
* Requesting necessary documentation for insurance submissions

## Qualifications for customer service rep

* Assists call center staff in providing accurate information in an efficient manner
* Customer Service experiences in a transaction based environment such as a call center or retail location required
* Bilingual experience would be preferred
* Availability to work considerable overtime
* Flexible and able to adapt easily to new work processes and change
* Deals constructively with conflict and responds professionally