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# Example of Customer Service Representative, Service Job Description

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

## Responsibilities for customer service representative, service

* Ensure all information sent to customers is accurate, up to date and communicated thoroughly
* To review, report and monitor all customer feedback
* Admin duties as required
* Professionally greeting customers with a pleasant phone personality and obtaining the required information from the customer regarding his/her request
* Identifying, researching and resolving customer issues via phone, email or on-line
* Initiating coordination with other departments to identify, troubleshoot and solve relevant customer issues
* Addressing any customer complaints by recording their issues within CRM system and communicating the issue to the appropriate manager if needed
* Managing the CRM system for membership base
* Development of member relationship and identification of additional vendor participation opportunities
* Managing member attrition of a membership base and identifying at risk members with development of a proactive approach to retainment

## Qualifications for customer service representative, service

* Able to make sound and informed decisions in a timely manner that are based upon a mixture of analysis, experience and judgment
* Accustomed to working in an SLA driven environment and driven to achieve personal and team KPI’s
* Must have strong communication skills with verbal and written fluency in English
* Able to anticipate the consequences of critical decisions and take appropriate action
* Able to communicate effectively across all mediums and provide timely and relevant information, keeping others informed
* Proactively share ideas and listen openly to different perspectives and opinions