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# Example of Customer Service Representatives Job Description

Our company is searching for experienced candidates for the position of customer service representatives. 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 representatives

* Collaborates with others to identify and solve moderate problems that promote efficiency and quality
* Determines primacy using published COB guidelines
* Acts ethically
* Process applications for health care coverage via the telephone for and existing clients de-enrollments
* Provides information and direction to callers regarding web-based, mail-in and telephone application/renewals, and other programs as applicable
* Entering payroll transactions
* Minimum of 6 months of previous experience within a customer facing environment required
* A CSR spends nearly 80-85% of his/her time on the phone answering questions for internal Team Members
* In this role you will be assisting customers and answering inbound calls
* Taking inbound phone calls, in a call center environment, from healthcare providers, doctors, patients, and internal sales reps

## Qualifications for customer service representatives

* High achiever with the ability to self-manage and demonstrate personable accountability, effective collaboration in a team environment
* Experience building rapport with customers & providing the applicable experience depending on the business you support
* Minimum technical ability to work between multiple databases
* Standard Criminal Background Check & Drug Test
* Must have logistics experience
* Impeccable website navigation