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# Example of Customer Service Representatives Job Description

Our company is hiring for a customer service representatives. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service representatives

* Maintain a professional relationship with the member/provider to ensure a positive customer experience
* Interact with customers prior to and/or after time of order entry
* Enter Education customer purchase orders into SAP
* Provide first class customer service by email & phone to customers who have purchased products through one of Digital Rivers many client on-line stores
* Complete call logs and reports where required
* Offer a high level of service meeting our department key metrics for Quality and Productivity
* Recognize, document and escalate customer issues or trends following appropriate communication and escalation channels where required
* This description is intended to be only a general outline of key responsibilities
* Supervisory Relationships - Reports to Tier 1 Customer Service Supervisor EMEA
* Issue returns and process customer credits

## Qualifications for customer service representatives

* Previous phone experience/skills a plus but not a requirement
* Candidates should have at least 2+ recent years handling high volume calls or placing calls in a call center environment
* Agree to background and drug screen
* 1+ years experience in a office/call center environment
* Tenure in a previous position is a plus
* Telephone etiquette and professionalism