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# Example of Phone Representative Job Description

Our company is looking for a phone representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for phone representative

* Resolve provider issues via one call resolution guidelines and/or escalated process
* Meet or exceed company and client performance metrics
* Continuously evaluate and identify opportunities to drive process improvements that positively impact members
* Assist Network / Provider Operations in special projects, as assigned
* Guides customers through their online shopping experience via phone or chat sessions
* Promptly assesses customer needs and proactively provides solutions
* Effectively & routinely balances multiple customers
* Perform various administrative and basic accounting functions such as maintaining and reconciling branch cash drawers and deposits
* Assist customers with lost and found items
* Perform miscellaneous and backup duties as assigned

## Qualifications for phone representative

* Continuous and versatile learner
* Has a personal computer and other devices, such as an iPod, smart cell phone, PDA's
* Has experience trouble shooting technical problems
* Comfortable navigating software applications
* Experience with OS X and/or Microsoft Windows
* Experience with Microsoft applications such as Office or Outlook