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# Example of Phone Representative Job Description

Our company is growing rapidly and is hiring 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

* Reading scripts verbatim
* Accurately coding responses
* Entering rating verbatim comments by typing into a computer
* Rating verbatim comments in the system.​
* Answers inbound phone calls in a timely manner and speaks in a professional and friendly tone
* Utilizes prescribed greetings and handles phone calls as trained
* Utilizes computer software, such as interactive queues, in order to properly route and log calls
* Accepts credit card payments as trained and ensures security of callers- personal information
* Accurately records caller information and ensures that all necessary information is collected
* Willingly works with coaches, trainers, and supervisors on a regular basis and accepts constructive feedback in a professional manner

## Qualifications for phone representative

* Versatile in role and functions
* Ability to navigate in the Windows environment - such as getting basic system information, explorer navigation
* Basic understanding of hardware configurations
* Knowledge of Device manager
* Experience with troubleshooting external devices in Windows
* Basic installation and removal of application in Windows