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# Example of Rep-Customer Service Rep Job Description

Our company is looking to fill the role of rep-customer service rep. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for rep-customer service rep

* Serve as primary communications link between customers and other internal departments in order to facilitate customer orders and requests
* Assist customers on inquires, order related issues, product information, credits and other issues pertaining to customers’ accounts
* Verify orders and resolve errors or questions on orders as received
* Serve as a resource to staff, participants and donors when questions arise or actions in the system are needed
* Support the training and development of staff in our internal customer databases
* Enter all types of customer data in a timely and accurate manner and in accordance with data entry standards
* Provide event, database, and customer support
* Assist in the creation/updating of documentation for internal and user-end processes
* Enhance the fundraising success of Heart Walks through email campaign support, outbound call projects, and other strategic projects as needed
* Respond to Live Chats, answer phone calls, and reply to e-mails articulately and in a timely manner

## Qualifications for rep-customer service rep

* Experience with processing automobile titles
* Basic manufacturing business process knowledge preferred Must be detail-oriented, able to multi-task
* Ability to travel to each office as assigned
* Experience in a customer call center environment assisting callers
* Demonstrates strong level of internal (company) customer service in interactions
* Demonstrates strong work ethic and commitment to job and company