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# Example of Rep-Customer Service Rep Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of rep-customer service rep. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for rep-customer service rep

* Check and organize orders afternoon delivery
* Check and organize orders for same day delivery before cut off
* Collect waybills and attach to corresponding documents for filing
* Organize general filing of all related correspondance
* Check short term consignments and process orders for billing
* Check and process returns from orders and short term consignment
* Placing of returned stock back into the system
* Follow up on long term consignment
* Follow up on back orders
* Check and process warrenty claim forms received

## Qualifications for rep-customer service rep

* Ability to demonstrate attendance
* Experience in a high volume Customer Service Call Center environment
* Basic knowledge in the field of Customer Relations
* Respond to and assist customers who communicate via e-mail or telephone with service problems and requests
* Responsible for accurately relaying customer needs to appropriate field management and technical associates
* Respond to and assist internal customers who use e-mail or telephone to retrieve new service information, input service information into the database for historical purposes, relay system messages, and perform customer service related administrative functions