Downloaded from <https://www.velvetjobs.com/job-descriptions/representative-customer-care>

# Example of Representative, Customer Care Job Description

Our innovative and growing company is searching for experienced candidates for the position of representative, customer care. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for representative, customer care

* Review all open sales orders and backlog
* Provide feedback on Customer requests/suggestions for changes and improvements to the FleetMatics system and other areas of service by using Survey Monkey (or similar)
* Responds to all inbound phone calls and emails in a professional and timely manner (30%)
* Finds resolution of issues within the defined metrics and refers escalated issues to the Customer Service Supervisor/Manager when necessary (30%)
* Researches and resolves complex customer issues by gathering detailed information from the customer, providing continuous follow-up, responding to/updating the customer in a timely fashion, and working to create a continuous flow of information between internal and external partners and customers
* Proactively identifies trends in issues whenever possible and reports them to management (10%)
* Administer the direct sale of service parts
* Analyze problems and provides information/solutions
* You must operate a PC/image station to obtain and extract information
* Thoroughly document inquiry outcomes for accurate tracking and analysis

## Qualifications for representative, customer care

* Two (2) years residential customer care or construction field preferred
* To sit for prolonged periods of time
* To have manual dexterity required for entry of data using computer
* 3-5 years in professional experience in a related function
* Ability to communicate with different customer mentalities and to build lasting relationships
* Strong experience with MS Office (Outlook, Word, Excel) is important