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# Example of Representative, Customer Care Job Description

Our company is growing rapidly and is hiring for a 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

* Take all necessary actions to resolve any customer claims and issues (cross-functionally)
* Communicates with customers via phone, web, and email to deliver a best in class client experience by resolving matters related to customer service and/or billing
* Responsible for communicating with various divisions within the organization including Accounting, Production, SCM/Peripheral Trading, Logistics, RMA
* Maintain regular understanding of customer account aging
* Ability to manage multiple projects and work independently on several different tasks simultaneously, setting priorities while ensuring completion of tasks under minimal supervision
* Issue repair RMAs, credit RMAs, and Cross-Shipments, respond to service request inquiries, follow through in obtaining PO-s for all out of warranty RMA-s
* Assist in any miscellaneous tasks/projects assigned to you
* Effectively communicate with consumers via telephone, email, chat and written correspondence
* Provide World Class Service with every interaction
* Identify and properly escalate potential trends

## Qualifications for representative, customer care

* Knowledge of the MS office programs, SAP and Salesforce.com
* AA/AS in Business related area preferred
* Excellent email and phone etiquette skills including innate attention to correct grammar and spelling
* Genuine interest in helping people daily, while not letting issues frustrate you
* Strong troubleshooting skills and the ability to problem solve complex technical issues
* Ability to translate technical information to a non-technical customer