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# Example of Representative, Customer Care Job Description

Our innovative and growing company is looking for a representative, customer care. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for representative, customer care

* Capture pertinent information and enter into the appropriate business system as described in SOPs
* Has an outgoing, passionate demeanor a ‘go getter’ always ready for the next challenge
* Provides timely and accurate information to customers regarding order status and product knowledge requests
* Build rapport with customers and interact with them in a courteous, friendly and professional manner
* Well-spoken and articulate through all forms of communication, written and verbal, concise while responding to inquires
* Demonstrates active listening skills to anticipate and understand customers’ needs, tenacious willing to resolve service or product related issues with ease
* Proven ability to interact with cross functional teams to resolve difficult customer issues
* Provide superior support and service on the web-based application via phone, email and live-chat to ReadyTalk’s retail customers and users
* Answer basic questions about the ReadyTalk service, Answering “how do I…” type of questions
* Provide troubleshooting for varying degrees of technical issues

## Qualifications for representative, customer care

* Policy underwriting knowledge and experience is a plus
* Dependable and a positive attidue
* 1-2 years of experience in customer service, in a call center required
* Minimum 2 years of customer service experience in a call centre environment
* Maintain knowledge of Auction.com’s products, processes and procedures
* Supporting an internal sales team in report generation and other administrative functions