



Example of Consumer Representative Job Description

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Our growing company is hiring for a consumer representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for consumer representative

- Assists in creating and documenting COBRA customer service processes, tools and workflows
- Provides ongoing training for the COBRA team
- Serves as back up assistance for other COBRA department needs when necessary
- Professionally respond to incoming customer assistance requests received via phone, letter or internet (chat, social network, email)
- Maintain accurate database records utilizing web-based Customer Relationship Management software
- Utilize internal and external resources to obtain information needed to respond to customer inquiries
- Provide responses or referrals to consumers, dealers, distributors, and others requesting information on Trane and American Standard products, services, and programs as requested
- Coordinate requests and follow-up with other teams as needed to insure efficient handling of customers' requests
- Provide information for status reports on incoming and outgoing contacts handled by customer relations team
- Maintain and update a database of FAQ responses

Qualifications for consumer representative

- Thorough understanding of company's products, software, and services
- Flexibility and availability to work any of three (3) shifts falling between the

- At least two years of experience providing software technical support for external customers through phone and/or email/chat in a call center environment required
- Detail oriented, self-assured, tactful, supportive
- Demonstrated PC literacy (Outlook, Word, Excel)
- Work with management, other team members and various departments in resolving customer issues