



Example of Customer Experience Representative Job Description

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

Responsibilities for customer experience representative

- Strong Genesys/Soundbite, Calabrio and Mercom skills preferred
- Support, document, track, and resolve complaints, inquiries, or dissatisfaction that consumers provide via social media, phone, email, web
- Provide input regarding training needs to consumer support's supervisor of training and quality development
- Follow through with our customers' requests, feedback and questions
- Recognize happy customers and help inspire brand advocates to secure testimonials, product reviews and case studies
- Keep the entire TSheets team well informed on customer needs and desires
- Manage various customer service projects to help the team stay informed and efficient and to continually improve processes
- Stay active on our social forums and live chat
- Communicating with customers via phone, email, and live chat
- Assisting customers with questions, software navigation, and issue resolution

Qualifications for customer experience representative

- Ability to work in a fast paced, potentially stressful environment
- Bachelor's degree from an accredited university or equivalent experience preferred
- A flexible mindset - our team relies on each other to cover and/or switch shifts in order to meet the needs of our customers and quickly adapt to

- Ability to operate a computer and phone system
- Possess proficient keyboard skills and web knowledge