



# Example of Customer Representative Job Description

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Our innovative and growing company is searching for experienced candidates for the position of customer representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer representative

- He/She works under supervision of a team leader
- Responding to telephone inquiries and complaints with excellent customer service and precision
- Manage large amounts of inbound calls in a timely manner
- Problem solve for customers
- Document notes in accounts
- Debit and credit accounts
- Interacts with other departments (e.g., to solve invoicing problems, correct database discrepancies, transfer calls)
- Processes a high volume of purchase orders or service requests via telephone, email, the web or fax
- Ensures that the appropriate approvals have been received for repair orders, work/service orders, and trouble tickets
- Uses various coding systems (e.g., CLLI, NMA, TYPE/CATEGORY)

## Qualifications for customer representative

- Demonstrable evidence of success in customer support cases in social platforms (Facebook, Twitter, YouTube, Instagram, Forum)
- General Computer skills, including proficiency in Microsoft Office Suite
- Have experience dealing with a high volume of emails

- Excellent customer service skills with a professional and efficient approach to your work
- Ability to prioritise and manage workload in a front line, high pressure, reactive environment