



Example of Customer Service Agent Job Description

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Our company is looking to fill the role of customer service agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer service agent

- Ensure that Handling Agent colleagues consistently deliver services and products that are up to Cathay Pacific required standards
- Is able to meet the Station's attendance/tardiness guidelines
- Possess/Maintain a valid Driver's License
- Contribute towards successful achievement of customer service KPI's your own individual productivity, and agent satisfaction targets
- Answering questions pertaining to the website and making payments
- Handling inbound and outbound calls (80-100/daily) from customers
- Making early collection calls
- Be able to assist with responsibilities within other departments
- Ability to meet outlined performance standards
- Explain processes and procedures accurately

Qualifications for customer service agent

- Ability to work in a fast paced environment and under certain time pressure, high flexibility & adaptability to changing priorities, considerable judgment and initiative to resolve any problems, make robust recommendations and / or escalate to the appropriate management level
- Demonstrate high degree of customer focus and a positive customer service attitude
- Excellent interpersonal skills for professional interactions with customers and

- Ability to lift heavy bags in excess of 60+ pounds, with or without a reasonable accomodation
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- Professional Demeanor and Courteous Phone Etiquette