



# Example of Customer Services Representative Job Description

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Our company is growing rapidly and is hiring for a customer services representative. 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 services representative

- Answer phone queues professionally and timely
- Attend product/procedure training as required
- Entry of all RMA / RTV customer return requests and submission for management approval
- Work with Credit and Logistics Departments to resolve outstanding issues
- Knowledge of company's products, sales programs and initiatives
- Be the first point of contact for all relevant customer queries internally and externally via telephone and email
- Use chemistry knowledge to provide quotations for new products
- Ensure a high level of customer service is maintained
- Enter customer complaints and organise returns where appropriate
- Keep the field sales specialists fully informed of opportunities and developments that may affect customer relationships

## Qualifications for customer services representative

- Ability to create a "cared for" customer atmosphere
- Ability to develop creative solutions to customer service issues
- Ability to present the product and the company in a professional manner
- Ability to communicate both verbally and in written communications
- Evaluate ATP & OTIF issues and work with the Supply Management team,

- University/Bachelor degree or diploma in a Supply Chain or Business discipline