



Example of Representative, Customer Service Job Description

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Our company is hiring for a representative, customer service. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for representative, customer service

- Analytic review and assessment of vendor program member utilization
- Conduct outbound calls
- Ensure that all online chat requests are answered in a professional and timely manner
- Handle complaints and provide appropriate solutions and alternatives
- Keep records of customer interactions
- Conducting outbound follow up calls
- Assisting clients with account issues
- Light up-selling
- Interact directly with customers, predominately via a high-volume, in-bound phone queue, to provide accurate and immediate solutions to routine transaction and service requests
- Direct daily communication with the customers

Qualifications for representative, customer service

- Self-starter, able to take the initiative and work independently, but equally a good team player
- Be able to assess when escalation is needed in accordance with process
- Results orientated and highly motivated team player
- High work standards and ethics
- MMO or Live Game Service experience
- Troubleshooting on mobile platforms