



Example of Senior Customer Service Representative Job Description

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Our company is hiring for a senior customer service representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for senior customer service representative

- The Senior customer service Representative would be required to interact with customers about products
- Resolve a wide range of customer's issues, educate them on process and company policy
- A senior customer service Representative would work with the supervisor and other team members as instructed
- You would trouble shoot, research information and verify accuracy of information provided
- You would work independently and so you are required to have some problem solving skills
- Answer incoming phone calls from customers and identify the type of assistance they need
- Ask questions and listen actively to identify issues while documenting required information in our computer systems
- Prior knowledge of HSA, FSA and/or HRA's helpful but not required
- Must be familiar and efficient in keyboarding and have the ability to talk and type at the same time
- Assist customers in navigating company website and encourage them to become self sufficient

Qualifications for senior customer service representative

- Enrolled or agreeable to completing the Chartered insurance Professional Designation
- Ability to acquire a Letter of Authority in the Province of Ontario and other Provinces as deemed necessary
- Frequent speaking, listening using a headset, sitting, use of hands/fingers across keyboard or
- Must have the ability to identify and solve problems and to multi task under deadlines
- Strong customer service, organizational & communication (written/oral) skills