JOB DESCRIPTION

| **TITLE** | CUSTOMER SERVICE REPRESENTATIVE  |
| --- | --- |
| **Reports To**  | [Insert Title] |

**Job Purpose**

The Customer Service Representative is responsible for helping customers resolve complaints and process orders or requests for services. This role is also responsible for providing information about an [ORGANIZATION NAME]’s products, services, and policies.

The successful Customer Service Representative is an excellent communicator who has excellent product/service knowledge to impart to customers. This person is patient, empathetic, and friendly.

**Duties and Responsibilities**

Overall Responsibilities:

* Listening to the questions and concerns of customers and providing responses or answers
* Providing information about [ORGANIZATION NAME]’s products, services, and policies
* Accepting orders, calculating costs, and handling billing or payments
* Processing refunds, exchanges and credits for returned merchandise
* Reviewing customer accounts and making any required adjustments
* Documenting contacts with customers and actions taken
* When necessary, referring customers to supervisors or more experienced employees
* Performing other related duties

**Qualifications**

* X years of experience in customer service, ideally in the [INSERT INDUSTRY]
* High school diploma or GED
* Post-secondary degree is a plus
* Basic computer literacy
* Experience using POS is a plus

**Core Competencies**

* Communication abilities that are professional, assertive, and clear (verbal and written)
* Patience, empathy, friendliness, and the ability to stay calm in whatever situation.
* Excellent problem-solving skills
* Knowledge of applicable industry regulations
* Excellent interpersonal skills and ability to interact with people of varying personalities

**Working Conditions**

* This position is set in an office/WFH/hybrid setting
* Overtime may be required
* Working hours are generally from <insert time> to <insert time>
* Extended periods of standing/sitting
* This position is subjected to high pressure due to work volume, and goals, an overall fast paced environment