ANGULAR DEVELOPER

Position Title	Customer Service Representative
Department	Customer Service
Reports To	Customer Service Manager
Location	Any City
Employment Type	Full-Time
Date	September 2024

Key Responsibilities	Performance Evaluation Criteria	Key Competencies
Responding to customer inquiries via phone, email, and chat	Response time, customer satisfaction score (above 90%)	Communication, Customer Focus
Resolving customer complaints and escalating issues when necessary	Resolution time (within 24 hours), number of escalations	Problem-Solving, Conflict Resolution
Processing returns and refunds according to company policy	Accuracy rate, compliance with return policy	Attention to Detail, Integrity
Updating customer accounts with necessary information	Data accuracy (above 98%)	Data Management, Organization

Overall Performance Metrics	Competency Summary
- Customer satisfaction score: 90%+	- Strong communication and interpersonal skills
- Average response time: Under 1 hour	- Ability to manage multiple tasks and prioritize effectively
- Data entry accuracy: Above 98%	- Problem-solving and conflict resolution