



Customer Service Job Description

By Team Localwise



Customer Service Overview

Do you love talking to people? Are you good at problem-solving? If you answered yes, then perhaps customer service is your calling. Customer service representatives don't just listen to customers complain all day long. They are problem solvers with a keen ability to identify and resolve issues.

If you're thinking of a phone center, think again. [Many customers service jobs](#) have evolved to include communications not only by phone, but also in person, through social media, and by email.

Responsibilities

- **Greeting customers.** You're expected to do this in a pleasant manner as your demeanor will likely set the tone for the conversation.
- **Solve customer problems.** Find out why the customer is unhappy and offer solutions to fix their problems.
- **Process information.** You'll need to provide information regarding products, services, and/or policies. You will also need to take information from customers to locate their accounts.
- **Place and/or cancel orders.** Persuading people not to cancel services will eventually become second nature!

Skills

- **Communication skills.** This is essential in guaranteeing customer satisfaction. You will constantly be talking to people via phone or the web. Listening intently and knowing how to get your point across is crucial.
- **Patience.** A stressful day with high-volume calls or angry customers could really test your composure. Stay cool under pressure!
- **Memorization skills.** This will help you find customer information and fulfill requests quickly.
- **Learning quickly.** You'll need to have a thorough understanding of the company's products, services, and policies from day one on the job to answer any and all customer questions. Thankfully, you'll most likely be provided with a script!

Experience

A high school diploma or GED is a minimum requirement to become a customer service representative. Some employers may require an associate's or bachelor's degree.

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