

This [Customer Service](#) Representative job description template includes key Customer Service Representative duties and responsibilities. You can post this template on job boards to attract prospect applicants.

Job Brief:

We are looking for a customer-oriented service representative.

Responsibilities:

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Requirements:

- Proven customer support experience or experience as a client service representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills

- Ability to multi-task, prioritize, and manage time effectively
- High school degree