Customer Service  
Job Description

In order to help you get a head start on hiring your next rock-star customer support representative, we have created you a job description template. This template functions as the perfect starting point, and should be built out to reflect the nuances of your specific company.

[**Insert your company name here**] is currently looking for a bright and motivated customer support representative, with an evident commitment to customer satisfaction and team player mentality. Our customer service representatives are at the helm of the customer experience as the first point of contact, and are responsible for providing world-class customer support by leveraging their thorough familiarity with our products and services.

# RESPONSIBILITIES

* Professionally address incoming questions and requests from customers in an efficient and accurate manner
* Thoroughly gather customer information in order to understand and fulfill customer’s needs
* Educate the customer when necessary in order to prevent the need for future support contacts
* Process orders and changes to orders according to company policies and procedures
* Process returns
* Resolve billing issues by working with the billing department
* Work in coordination with the sales team to exceed customer’s service expectations
* Effectively report feedback in regards to customer concerns or service failures to management.
* Regularly evaluate and identify opportunities to innovate process in a way that positively impacts the customer’s experience

# QUALIFICATIONS

* Strong sense of integrity, and commitment to go above and beyond in order to ensure customer satisfaction
* Time management skills
* Friendly and patient with an ability to handle unpleasant customers and complaints
* Strong decision making and analytical abilities
* Ability to multi-task and manage various priorities
* Experience with web-based customer service platforms
* Exceptional communication skills and ability to listen actively.
* Team player mentality with a can-do attitude.

# EXPERIENCE PREFERRED

* Prior customer service experience
* Prior industry experience
* Foreign language fluency