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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | CUSTOMER SERVICE REPRESENTATIVE |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of a customer service representative consists of interacting with customers to provide information *in re*sponse to inquiries about products or services and to handle and resolve complaints.  |
| QUALIFICATIONS & REQUIREMENTS: | * High school diploma or equivalent;
* Ability to use computers and computer systems, to process and verify information, and to resolve conflicts or negotiate.
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| COMPETENCIES: | * Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
* Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
* Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
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| TASKS: | * Check to ensure that appropriate changes were made to resolve customers' problems;
* Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods;
* Confer with customers by telephone or in-person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints;
* Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments;
* Determine charges for services requested, collect deposits or payments, or arrange for billing;
* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken;
* Obtain and examine all relevant information to assess validity of complaints and to determine possible causes;
* Refer unresolved customer grievances to designated departments for further investigation;
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills;
* Review insurance policy terms to determine whether a particular loss is covered by insurance.
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| LINES OF COMMUNICATION: | Specify |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |