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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. | | | | |
| 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. | | | | |
| 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. | | | | |
| 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: |  | | |  | |  |