

Customer Service Representative Job Description

Our company is growing rapidly and is hiring for a customer service representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service representative

- Initiate Customer build-outs
- Access and Review Customer websites/ dispute resolution when required
- Communicate technical issues appropriately both with technical specialists and with customers
- Address general product related inquiries regarding features, availability and pricing
- Utilize company software with skill and proficiency
- Regularly attend, participate in and support training and staff meetings in Customer Care
- Provide support for the company's website
- Act as the main point of contact for assigned Key Accounts and other designated customers
- Respond to customers on the phone and by email
- Review, chase and update Customer estimates, Supplier orders, reservation and other areas of outstanding information

Qualifications for customer service representative

- An appreciation and experience with travel
- Great Computer Navigation & Typing Skills 35 wpm
- Ability to complete every single day of training
- Pass required sales/customer service assessment
- Prior Customer Service experience in a large publishing, manufacturing or service call center environment is preferred
- Call Center environment work experience a plus

Customer Service Representative Job Description

Douglas J. Dalrymple, William L. Cron



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Skills and Tasks for Jobs United States. Department of Labor. Secretary's Commission on Achieving Necessary Skills,1992 **Decisions and Orders of the National Labor Relations Board** United States. National Labor Relations Board,1998 **Advances in Taxation** John Hasseldine,2020-12-09 This volume explores the latest issues in tax and taxation theory including empirical studies using research methods from different institutional settings and contexts It is essential reading for anyone interested in tax policy and its impact in practice *What to Say in Every Job Interview: How to Understand What Managers are Really Asking and Give the Answers that Land the Job* Carole Martin,2013-12-27 TELL ME ABOUT YOURSELF Decode the hidden meaning behind interview questions and prepare the perfect answer to land the job During a job interview there are no right or wrong answers just better and worse answers When you rethink the process in those terms you ll gain a huge advantage over the competition What to Say in Every Job Interview shows you how to focus on the factors of the job rather than answering questions correctly As a professional interviewer Carole Martin has spent years on the other side of the desk She knows exactly what she s looking for in every job candidate and exactly how to find it Now she reveals all the secrets Martin gives you a holistic plan for preparing yourself to best answer every interviewer s three primary concerns Can you perform the job Are you a good fit with the company culture Can the company afford you What to Say in Every Job Interview shows you where to find the critical factor interviewers seek with each question and how to present yourself in the best possible way on the spot and under pressure *Exceptional Customer Service* ,2000

California. Court of Appeal (6th Appellate District). Records and Briefs California (State)., **The World of Customer Service** Pattie Odgers,2004 With global markets more crowded than ever it is a major challenge for organizations to attract and retain customers due to the competition they are faced with This text is designed to teach exemplary customer service thinking in public or private domestic or international organizations and is written in a practical common sense manner reflecting current customer service concepts and hints **Service, Service, Service . . . The Key to Winning and Keeping Customers for Life** Marian Thomas,1992-02 Customer Service as Essential Corporate Strategy Eberhard Eugen Scheuing,1991 Sales Management Douglas J. Dalrymple,William L. Cron,1997-11-03 Through five editions this book has provided readers with a comprehensive practical approach to sales management Now the sixth edition continues that tradition with four new chapters on the sales function and coverage of the latest trends such as relationship marketing team development and TQM **Labor Relations Reference Manual** ,1997 **Service Excellence** ,1989

Handwriting Analysis and the Employee Selection Process Kathryn K. Sackheim,1990-10-05 The first graphology book written specifically for human resources professionals this volume is designed to help those involved in the selection of new employees find out how handwriting analysis can help them learn more about the people they plan to hire and promote As the author notes at the outset handwriting analysis is beginning to enjoy widespread acceptance in the U S as a valuable

adjunct to other pre employment tests Sackheim suggests how managers can best work with a professional graphologist shows how to find a consultant with the proper credentials and demonstrates how to evaluate the various traits revealed by handwriting analysis according to how they affect business situations Numerous case studies and hundreds of handwriting samples are included to illustrate points made in the text Sackheim begins by placing graphology into historical perspective tracing its development from the time of Aristotle to the present Part I covers the process of graphology and moves from a general discussion of handwriting through such specifics as slant rhythm pressure and size spacing writing speed and style and straight lines circle letters and i dots The second section presents case studies of sales people managers presidents and other jobs and demonstrates how handwriting analysis can be an effective tool in evaluating candidates for various types of positions In the third section Sackheim provides the first complete survey of the graphology literature ever published Her review encompasses virtually every study written in English since 1919 as well as over 50 articles in psychological journals The final chapter addresses the legal issues involved and discusses discrimination laws and the right to privacy U S Supreme Court decisions and Equal Employment Opportunity Commission requirements With the background provided here human resource professionals will be able to add handwriting analysis to the tools they are already using for the selection and evaluation of employment candidates throughout the organization **Finance & Credit Curriculum Guide** ,1979

California. Court of Appeal (2nd Appellate District). Records and Briefs California (State)., **Human Resource Management** H. John Bernardin,2003 Provides theoretical and experiential approaches while focusing on the enhancement of the personal competencies of the students After students are given the conceptual background and content they participate in exercises requiring the application of chapter content to specific problems designed to develop personal competencies Writing for Results Pat Brett,1989-11 **EBOOK Professional Training & Assessment** Terry Hill,2015-03-06 Professional Training and Assessment eBook is delivered on the Vitalsource platform in the latest version of the ePub standard ePub3 Professional Training and Assessment is a complete learning package for Diploma of Vocational Education and Training and Diploma of Training Design and Development in the TAE10 Training and Education Training Package This eBook follows on from the popular Vocational Training and Assessment text and is written by the same expert author team This text is ideal for students looking to upgrade their qualifications from Certificate IV to Diploma level **Customer Service** Beverly Rokes,2002 **Introduction to Management** Warren Richard Plunkett,Raymond F. Attner,1986

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