

Top responsibilities and duties of a customer service agent

Problem-solving and resolution

- ✔ Listen actively to customer inquiries and concerns
- ✔ Diagnose and troubleshoot issues related to products or services
- ✔ Provide accurate and timely information or solutions
- ✔ Escalate complex problems to relevant teams
- ✔ Follow up to ensure customer satisfaction with the resolution

Information and support

- ✔ Answer questions about products, services, policies, and procedures
- ✔ Provide product demonstrations and training
- ✔ Maintain and update the knowledge base of company information
- ✔ Offer proactive support by anticipating customer needs

Communication and relationship-building

- ✔ Communicate effectively through various channels
- ✔ Maintain a professional and courteous demeanor
- ✔ Actively listen and be empathetic to customer emotions
- ✔ Build rapport and trust with customers

Sales and upselling

- ✔ Identify cross-selling and upselling opportunities
- ✔ Recommend additional products or services based on customer needs
- ✔ Recommend additional products or services based on customer needs

Customer Service Agent Duties

LP Steffe



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Determinations of the National Mediation Board United States. National Mediation Board, 1976 Decisions and Orders of the National Labor Relations Board, Volume 357, June 29, 2011 Through January 3, 2012 National Labor Relations Board, 2016-02-15 Each volume of this series contains all the important Decisions and Orders issued by the National Labor Relations Board during a specified time period The entries for each case list the decision order statement of the case findings of fact conclusions of law and remedy **Determination of Craft Or Class of the National Mediation Board** United States. National Mediation Board, Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board, 2011-06 **Employment Practices Decisions** ,1989 **California. Court of Appeal (2nd Appellate District). Records and Briefs** California (State)., *Labor Relations Reference Manual* ,2000 Vols 9 17 include decisions of the War Labor Board **Top 300 Careers** ,2008 Explore hundreds of careers assess your best career fit and land a job fast with this extensive authoritative resource In one time saving volume job seekers and students find everything they need to research careers learn about pay outlook education and skills needed for about 300 jobs match their personal skills to the jobs and take seven steps to land a good job in less time This book provides thorough current and interesting descriptions for all major jobs covering about 90 percent of the workforce A special book within a book section by career and job search author Michael Farr describes the seven steps that cut job search time in half and includes sample resumes An assessment matches your personal skills with the characteristics of the occupations described in the book *Career Directions* Donna J. Yena, 1997 Dealing with job searches and career planning this book covers lifetime career management self assessment and career planning job search techniques and focuses on career management and life on the job

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