

CUSTOMER SERVICE AGENT JOB DESCRIPTION

EMPLOYER INFORMATION

Name: **WHEELS ELECTRONIC BIKES**

Address: **456 ELM STREET, CHICAGO, IL 60007**

Phone: **(555) 555-5555**

E-Mail: **staff@wheelsebikes.com**

EMPLOYMENT ELIGIBILITY

Job Title: **Customer Service Agent**

Reports to: **Tamika Wheeler**

Job Location: **Remote**

Start Date: **Sept. 1st, 2021**

Job Type: ☒ Full-time ☐ Part-time ☐ Independent Contractor ☐ Intern

of Hours: **40** Hours per week

JOB DESCRIPTION

Quickly growing ebike manufacturer seeks customer service agent to handle calls, emails and texts from customers and prospective customers about products. Job will involve communicating with both customers and internally to resolve issues.

RESPONSIBILITIES AND DUTIES

- Receive customer communications
- Determine customer want/question
- Accurately record customer issue
- Verify account information
- Where appropriate, resolve issues
- Report issues within company
- Maintain contact for long-term fixes
- Bring attention to new products

QUALIFICATIONS / REQUIREMENTS

- Capacity for high call volume
- Patience with tough requests
- Friendly disposition
- Inclination toward problem-solving
- Understand company structure
- Ability to explain technical terms

Contemporary Job Description For Customer Service Agent

Raffaela Di Napoli



Contemporary Job Description For Customer Service Agent:

Research Anthology on Human Resource Practices for the Modern Workforce Management Association, Information Resources, 2021-12-30 Human resource departments have been a crucial part of business practices for decades and particularly in modern times as professionals deal with multigenerational workers diversity initiatives and global health and economic crises There is a necessity for human resource departments to change as well to adapt to new societal perspectives technology and business practices It is important for human resource managers to keep up to date with all emerging human resource practices in order to support successful and productive organizations The Research Anthology on Human Resource Practices for the Modern Workforce presents a dynamic and diverse collection of global practices for human resource departments This anthology discusses the emerging practices as well as modern technologies and initiatives that affect the way human resources must be conducted Covering topics such as machine learning organizational culture and social entrepreneurship this book is an excellent resource for human resource employees managers CEOs employees business students and professors researchers and academicians A Practical Guide to Airline Customer Service Colin C. Law, 2018-04-16 A Practical Guide to Airline Customer Service is a textbook written for airline executives and undergraduate students who are preparing for a career in the airline service industry Those working in similar functions and fields can also benefit from this book This book primarily focuses on the importance of customer service in the airline industry This includes basic airline operations and essential communication skills and how airline service agents interact with passengers at every contact point of the travel process A Practical Guide to Airline Customer Service is a must read for those who seek a rewarding career in the airline industry AI, Corporate Social Responsibility, and Marketing in Modern Organizations Tunio, Muhammad Nawaz, 2024-11-27 In the contemporary business landscape the intersection of artificial intelligence AI corporate social responsibility CSR and marketing is reshaping how organizations engage with consumers and promote their values AI technologies are enabling companies to analyze consumer behavior tailor marketing strategies and measure the impact of their CSR initiatives This integration allows businesses to enhance their brand image while demonstrating commitment to social and environmental issues building deeper connections with customers who prioritize ethical practices As organizations navigate this evolving terrain leveraging AI to drive CSR efforts becomes essential for building trust enhancing reputation and achieving sustainable growth in a socially conscious market AI Corporate Social Responsibility and Marketing in Modern Organizations explores the integration of intelligent technology CSR and marketing in today s organizations and businesses The effects of these practices are examined along with solutions for improved consumer marketing communication across sectors and internal management This book covers topics such as automation technology hotel management and market intelligence and is a useful resource for computer engineers business owners entrepreneurs marketers academicians and researchers Answers for Modern Communicators Deirdre Breakenridge, 2017-09-27 This

book provides students and professionals with practical answers to important career and communication questions helping them to communicate successfully in a business setting Communication expert Deirdre Breakenridge examines the ways in which professionals can make the most of their careers in a fast changing media landscape offering advice on how new and seasoned executives can utilize and adapt to the latest modes of communication The author breaks down the eight most critical areas for professionals seeking to develop their communication skills opening with essentials that will prove useful in any setting She then details the ways in which organizations can adapt to changes in technology and consumer behavior to improve relationships social media presence and brand recognition The easy to follow question answer format walks readers through the most pressing confusing and frequently asked questions about successful communication with plenty of advice and examples for a better learning experience Covering traditional business communication topics like partnerships and storytelling the book also includes material on digital and social media channels as well as a chapter on giving back as a mentor Experts Weigh In boxes feature advice from other top professionals exposing the reader to multiple perspectives from the field Grounded in decades of experience Answers for Modern Communicators will benefit all students getting ready to enter the workforce as well as professionals looking to enhance their communication skills Principles of Organization Applied to Modern Retailing Paul Myer Mazur, Myron Samuel Silbert, 1927 The AI Revolution in Customer Service and Support Ross Smith, Mayte Cubino, Emily McKeon, 2024-07-16 In the rapidly evolving AI landscape customer service and support professionals find themselves in a prime position to take advantage of this innovative technology to drive customer success The AI Revolution in Customer Service and Support is a practical guide for professionals who want to harness the power of generative AI within their organizations to create more powerful customer and employee experiences This book is designed to equip you with the knowledge and confidence to embrace the AI revolution and integrate the technology such as large language models LLMs machine learning predictive analytics and gamified learning into the customer experience Start your journey toward leveraging this technology effectively to optimize organizational productivity A portion of the book's proceeds will be donated to the nonprofit Future World Alliance dedicated to K 12 AI ethics education IN THIS BOOK YOU LL LEARN About AI machine learning and data science How to develop an AI vision for your organization How and where to incorporate AI technology in your customer experience flow About new roles and responsibilities for your organization How to improve customer experience while optimizing productivity How to implement responsible AI practices How to strengthen your culture across all generations in the workplace How to address concerns and build strategies for reskilling and upskilling your people How to incorporate games play and other techniques to engage your agents with AI Explore thought experiments for the future of support in your organization Insightful comprehensive if you run a service support operation put this book on your essential reading list right now PHIL WOLFENDEN Cisco VP Customer Experience This book is both timely and relevant as we enter an unprecedented period in our industry and the broader world driven by Generative AI The

magnitude and speed of change we are experiencing is astounding and this book does an outstanding job balancing technical knowledge with the people and ethical considerations we must also keep front of mind BRYAN BELMONT Microsoft Corporate VP Customer Service Support The authors of this book are undoubtedly on the front lines of operationalizing Gen AI implementations in customer support environments and they know undoubtedly that at its core support is about people and genuine human connections This book walks you through their journey to keep people at the center of this technical tsunami PHAEDRA BOINODIRIS Author AI for the Rest of Us *Digital Marketing in the Modern World* Dhanalakshmi Marar, 2025-02-20 Digital Marketing in the Modern World delves into one of the most frequently mentioned buzzwords in marketing In today's digital age professionals and colleges are increasingly focusing on digital marketing recognizing its potential to build successful online businesses and the growing demand for certifications With over ten years of experience in digital marketing we provide an introductory guide that explains what digital marketing is and how it works We analyze different digital marketing channels explore various types and give examples of how they work together in a digital marketing strategy Our goal is to help you learn digital marketing and equip you with the knowledge and resources to build your digital marketing skills This guide is perfect for those new to digital marketing offering simple and easy to understand definitions Through digital marketing you can find people interested in your offering interact with them and build trust with your brand In an era of high screen time digital marketing promotes business products and services across the internet targeting where customers spend the most time From start ups to large corporations a multi pronged approach to digital marketing including online advertising SEO social media marketing and content creation can yield significant commercial benefits **Modern Marketing Service, Inc. V. Federal Trade Commission**, 1945 **Re-Tayloring Management** Leonard Holmes, 2016-04-01 Over a century has passed and yet there is growing evidence that knowledge workers across the globe today are as constrained by F W Taylor's much maligned *The Principles of Scientific Management* as factory workers were in the early twentieth century *Re-Tayloring Management* looks critically at Taylor's philosophy on management and contrasts it with other perspectives that have since emerged along with the professionalization of management and the growth in business and management education The contributors demonstrate that despite the complexity and uncertainty that organizations face instead of designing work systems where knowledge and service workers have the freedom to apply knowledge and skills at the point they are most needed managers are obsessed with maintaining tighter control This approach conflicts with contemporary job design principles which emphasise job crafting whereby individuals are encouraged to craft their role in a way that is congruent with their identity Drawing on insights from academics with diverse backgrounds and interests and organised around past present and future themes this book is a thought provoking read for professional managers as well as for postgraduate students and academics teaching and researching organizational studies and management *Modern Business: Office management*, 1919 **Digital Nomads-The Modern Way of Life** Jaroslaw

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