

**Company:** \_\_\_\_\_

<b>Job Title:</b>	Customer Service Representative	<b>Job Category:</b>	
<b>Department/Group:</b>		<b>Job Code/ Req#:</b>	
<b>Location:</b>		<b>Travel Required:</b>	
<b>Level/Salary Range:</b>		<b>Position Type:</b>	[i.e.: full-time, part-time, job share, contract, intern]
<b>HR Contact:</b>		<b>Date posted:</b>	
<b>Will Train Applicant(s):</b>		<b>Posting Expires:</b>	
<b>External posting URL:</b>	Once you have edited your job description, you can post the job on _____.		
<b>Internal posting URL:</b>			
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> ( ) ____ - ____ or <a href="#">email:</a> _____ <b>Subject Line:</b> <b>Attention:</b> [Recruiting or HR Department RE: Job Code/Req# and Title]		<b>Mail:</b> Hiring Manager: _____ Dept: _____ Company: _____ Address: _____ _____	
<b>Job Description</b>			
<b>Job Purpose:</b> Serves customers by providing product and service information; resolving product and service problems.			
<b>Duties:</b> <ul style="list-style-type: none"> <li>• Attracts potential customers by answering product and service questions; suggesting information about other products and services.</li> <li>• Opens customer accounts by recording account information.</li> <li>• Maintains customer records by updating account information.</li> <li>• Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</li> <li>• Maintains financial accounts by processing customer adjustments.</li> <li>• Recommends potential products or services to management by collecting customer information and analyzing customer needs.</li> <li>• Prepares product or service reports by collecting and analyzing customer information.</li> <li>• Contributes to team effort by accomplishing related results as needed.</li> </ul>			
<b>Skills/Qualifications:</b> <ul style="list-style-type: none"> <li>• Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking</li> </ul>			

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*[NOTE: To post your job online go to the \_\_\_\_\_ website, copy this description. You can log in to an existing account or provide your e-mail address if you are a new user. Select the zip code where the job is located, and then paste the job description into the online wizard. Then simply complete the required information and check out.]*

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	