

Customer Service Representative Job Description

1. Job Brief (About the Role)

{{Company Name}} is hiring a Customer Service Representative to be the voice of our company for {{customers / members}}. This role reports to the {{Customer Service Supervisor / Team Lead}} and handles inbound calls, emails, and chats in a fast-paced contact center.

Three or four sentences: the team, who the role reports to, and why this position exists. Skip generic openers like "We are looking for..."

2. Responsibilities

- Answer inbound calls, emails, and chats and resolve issues on first contact when possible
- Place, change, and track orders and process returns, refunds, and exchanges
- Look up accounts and document every interaction in the {{CRM}}
- Explain products, policies, and billing clearly and patiently
- De-escalate upset customers and find a fair resolution
- Escalate complex or technical issues to the right team with full notes
- Meet quality, handle-time, and customer-satisfaction (CSAT) targets
- Follow call scripts and compliance and privacy guidelines

Eight to twelve bullets, each starting with a verb. Keep them specific to the day-to-day work, not aspirational filler.

3. Requirements & Skills

- {{X}}+ year(s) in customer service, a call center, or retail
- Clear, friendly phone manner and strong written communication
- Comfortable navigating a {{CRM and order system}} while talking
- Patience and problem-solving under pressure
- Reliable attendance for the assigned shift

List the must-haves: experience, licenses or certifications, the systems and tools used, and any physical or shift realities.

4. Nice-to-Have

- Experience with {{Zendesk, Salesforce, or a similar platform}}
- Bilingual ({{language}})

Two to four genuinely optional items. Keep them strictly separate from Requirements so they don't deter good applicants.

5. Compensation & Benefits

Pay range	{{Salary Range}}
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Enter a pay range from local market data — do not leave it blank. Pay transparency improves applicant quality and is now required in many states.

6. Schedule & Work Environment

- {{Full-time}}; {{shift pattern}} — may include evenings or weekends
- {{On-site / remote / hybrid}} at {{location}}
- Extended periods on the phone and at a computer

Be honest about shifts, weekends, overtime, and the physical environment. Realistic expectations reduce early turnover.

7. How to Apply

To apply, {{application instructions}} — e.g., send a resume and short cover note to careers@company.com}.

{{Company Name}} is an equal opportunity employer. We celebrate diversity and are committed to an inclusive workplace. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law.