



Customer Service

5 job description templates for
customer service roles

Customer Service Roles

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Receptionist

Job description

We are seeking a professional Receptionist. You will be at the forefront of our company and provide excellent administrative support.

- Take messages for staff who is not available.
- Keep office and reception area neat and clean.
- Welcome visitors and answer their requests in a professional manner.
- Receive and forward phone calls appropriately.
- Receive and distribute mails and deliveries as needed.
- Follow company's security guidelines by logging visits, handing out visitor badges.
- Manage appointments agenda and book rooms accordingly.
- Assist with other administrative tasks such as photocopying, faxing, ordering.

Job benefits:

- [X] salary
- [X] vacation days
- Sick, personal, and parental leave
- Child and elder care
- Health insurance
- Retirement plans
- Professional development

Job requirements

- Ability to work independently.
- A proven track record of working in relevant roles.
- Resourceful, proactive, and professional.
- Excellent organizing and multitasking skills.
- Great command of MS Office.
- Excellent verbal and written communication in [X] language.
- High school diploma.

Help Desk Specialist

Job description

We are looking for a proactive Help Desk Specialist. You will keep our customers happy by providing fast and excellent support.

- Resolve issues with software and hardware applications.
- Receive phone calls from users who need assistance with their device, software and/or hardware.
- Diagnose technical hardware and software issues.
- Escalate advanced requests to higher levels of customers support.
- Track and document the frequency of reoccurring issues.
- Stay up to date with regular changes to software/hardware.
- Perform regular network updates and patches.
- Configure new hardware and software systems.

Job benefits:

- [X] salary
- [X] vacation days
- Sick, personal, and parental leave
- Child and elder care
- Health insurance
- Retirement plans
- Professional development

Job requirements

- High School Diploma or GED.
- A+ Certification or other relevant trainings.
- Customer service orientation.
- Excellent problem solving and communication skills.
- Experience with help desk software and databases.
- Ability to work in a fast-paced team environment.
- Excellent verbal and written communication in [X] language.

Customer Support

Job description

We are looking for a friendly and service-oriented person to join our Customer Support team. You love solving problems and are willing to go the extra mile to ensure customer satisfaction.

- Greet customers (face-to-face, on the phone, or via live chat).
- Identify customer problems and provide appropriate solutions.
- Check voicemail, chat, and/or electronic cue frequently to identify customers who need service.
- Proactively follow up leads and reach out to understand customers' problems.
- Create/update help tickets to document customer interactions.
- Escalate complex support issues to higher level supervisors/manager.
- Provide information about product specifications.
- Interact with other internal departments to resolve customer issues.
- Provide internal feedback regarding reoccurring issues (e.g. improper packaging, internal miscommunication) that can affect customer satisfaction.
- Train/support other representatives within the team.

Job benefits:

- [X] salary
- [X] vacation days
- Sick, personal, and parental leave
- Child and elder care
- Health insurance
- Retirement plans
- Professional development

Job requirements

- Excellent prioritization and analytical skills.
- Take responsibility for the image of the company.
- Ability to maintain a friendly and professional demeanor when interacting with customers.
- Good knowledge of appropriate softwares, tools, and techniques to deliver excellent support.
- A proven track record of transforming problems into solutions.
- Excellent verbal and written communication in [X] language.
- High school diploma or equivalent.

Call Center Representative

Job description

We are looking for a pro-active Call Center Representative. You are patient, knowledgeable, and friendly towards current and potential customers.

- Update statistical reports on customer support.
- Maintain/Report issues with technical equipment and software.
- Recommend products and services to existing and potential customers.
- Recommend methods to improve call quality and customer experience.
- Identify customers' needs and use knowledge database to recommend solutions to customer issues/concerns.
- Carry out large amounts of phone calls in accordance with policies and procedures.
- Answer customer questions regarding products and services.
- Create tickets in the database to document customer interactions.
- Maintain customer accounts (e.g. update contact information, document phone interactions, update special preferences).

Job benefits:

- [X] salary
- [X] vacation days
- Sick, personal, and parental leave
- Child and elder care
- Health insurance
- Retirement plans
- Professional development

Job requirements

- Friendly and patient demeanor.
- Knowledge about the products and services.
- Ability to multi-task in a fast-paced environment.
- [X] year(s) experience in customer support.
- Excellent verbal and written communication in [X] language.
- High school diploma.

Call Center Manager

Job description

We are looking for an experienced Call Center Manager to increase call center efficiency in our high volume sales environment. Good candidates for this position are strong-willed, have the ability to make logical decisions in a high pressure environment and, seek methods for improving efficiency on a daily basis.

- Review statistical reports with vendors to identify trends and assess performance.
- Resolve complex call center issues.
- Identify call center improvement opportunities to increase effectiveness and efficiency.
- Develop and implement trainings for call center staff.
- Collaborate with other internal stakeholders; to include, sales, member services and other personnel.
- Ensure that project deadlines are met for goals, objectives, and special projects.
- Seek feasible solutions to technical and logistical issues.
- Work with technology department to troubleshoot problems and design ideal technology solutions.
- Attend managerial meetings to communicate changes, issues, and opportunities.
- Develop efficient methods to staff call center representatives based on call volume.

Job benefits:

- [X] salary
- [X] vacation days
- Sick, personal, and parental leave
- Child and elder care
- Health insurance
- Retirement plans
- Professional development

Job requirements

- High school diploma or GED from an accredited institution.
- Ability to analyze large volumes of statistical data.
- A proven track record of leading and managing a large customer service team.
- Ability to work in a fast-paced environment with ever present deadlines.
- Good understanding of CRM systems and practices.
- [X] year(s) experience in a customer support role.
- Excellent verbal and written communication in [X] language.



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