

Customer Service Representative Job Duties

- Answer incoming phone calls, emails, and other customer communications promptly and professionally.
- Assist customers with questions regarding services, billing, schedules, and account information.
- Process new customer accounts, service changes, cancellations, and account updates.
- Resolve customer concerns and complaints in a courteous, timely, and effective manner.
- Accurately enter and maintain customer information in the company's software system.
- Schedule service requests and coordinate with operations, dispatch, or other departments to ensure timely completion.
- Educate customers about available services, pricing, policies, and promotions.
- Process payments, issue credits when authorized, and assist with billing inquiries.
- Document all customer interactions thoroughly and accurately.
- Follow up with customers to ensure issues have been resolved and satisfaction has been achieved.
- Work collaboratively with dispatch, operations, sales, and billing teams to meet customer needs.
- Meet departmental performance goals such as call quality, response times, first-call resolution, and customer satisfaction.
- Maintain confidentiality of customer and company information.
- Stay current on company policies, procedures, and service offerings.
- Perform other administrative duties as assigned.

Preferred Qualifications

- High school diploma or equivalent (associate degree preferred).
- Previous customer service or call center experience preferred.
- Strong verbal and written communication skills.
- Excellent problem-solving and conflict-resolution abilities.
- Proficiency with Microsoft Office and customer management software (CRM).
- Strong organizational skills with the ability to multitask.
- Positive attitude, professionalism, and a team-oriented mindset.