**CUSTOMER SERVICE AGENT JOB DESCRIPTION**

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| **EMPLOYER INFORMATION** |

**Name**: WHEELS ELECTRONIC BIKES

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

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

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

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| **EMPLOYMENT ELIGIBILITY** |

**Job Title**: Customer Service Agent

**Reports to**: Tamika Wheeler

**Job Location**: Remote

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

**Job Type**: [x]  Full-time [ ]  Part-time [ ]  Independent Contractor [ ]  Intern

**# of Hours**: 40 Hours per week

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| **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.

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| **RESPONSIBILITIES AND DUTIES** |

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

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