

CUSTOMER SERVICE AGENT JOB DESCRIPTION

EMPLOYER INFORMATION

Name: WHEELS ELECTRONIC BIKES

Address: 456 ELM STREET, CHICAGO, IL 60007

Phone: (555) 555-5555

E-Mail: staff@wheelsebikes.com

EMPLOYMENT ELIGIBILITY

Job Title: Customer Service Agent

Reports to: Tamika Wheeler

Job Location: Remote

Start Date: Sept. 1st, 2021

Job Type: Full-time Part-time Independent Contractor Intern

of Hours: 40 Hours per week

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.

RESPONSIBILITIES AND DUTIES

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

QUALIFICATIONS / REQUIREMENTS

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

