# Customer service representative job description template

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| --- | --- |
| **Location** | Insert here |
| **Job type** | Permanent full time/permanent part time/casual/temp |
| **Salary** | Insert here |
| **Contact** | Insert here |

## About the company

## [Provide potential candidates a brief overview of your company. Employees are much more likely to engage and connect with a business that can explain their ethos and mission. You can provide links to videos, or your company website, details of benefits and information about why a candidate would like to work for you.]

## About the role

We are seeking a customer service representative provide an exceptional customer service to our online and retail customers. This is a busy, fast-paced role which requires the ability to think on your feet and work autonomously.

The successful candidate will genuinely enjoy helping customers and resolving any issues that may arise. They will be an excellent communicator, and excel at empathising with customers.

Key responsibilities include (but are not limited to):

* Answering incoming customer queries and liaising directly with clients via phone and email.
* Deal with general enquires including making bookings for freight collection
* Advise customers on products and services available to them
* Upselling products and services where appropriate
* Resolving issues in a timely manner and escalating where applicable.
* Liaising with internal sales teams.

## Skills and experience

* A commitment to providing an exceptional customer experience.
* Proven ability to work in a busy, fast paced environment.
* Excellent organisational skills and the ability to multi-task.
* A proactive and enthusiastic approach, and ability to work successfully as part of a team.
* Demonstrated ability to problem solve and use your own initiative.
* Be confident, highly professional and have excellent interpersonal skills.
* Have computer literacy including experience using Microsoft Office products.
* Have exceptional communication skills.

## Remuneration

Insert here

## How to apply

To apply please send your CV and cover letter to [insert email address here].