

CUSTOMER SERVICES

Are you a people person?

Do you enjoy problem solving and helping others?

If the answer is yes, then please read on or scan the QR code as a career in customer services could be for you.

A Customer Service Representative works with clients who have complaints, orders, or require information about products/services purchased from the organisation. They also provide solutions that fit those individualised situations and prioritise the customers' needs at each step of the process.

Why work in a customer service role?

Working in customer service can be extremely rewarding. You help people achieve goals and play a direct role in customer success and the professional skills you develop in this field can be applied to any career you pursue.

What are the 7 skills of good customer service?

It is likely you already possess some of these skills or simply need a little practice to sharpen them.

- Empathy (the ability to understand another person's emotions and perspective)
- Problem solving
- Communication
- Active listening
- Technical knowledge
- Patience
- Tenacity
- Adaptability

Customer service representatives (CSR) duties and responsibilities:

Customer service representatives are often a client's primary point of contact with a company. The duties and responsibilities of a CSR include managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

What does a Customer Service Representative do?

A Customer Service Representative or CSR will act as a liaison, provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

The best CSRs are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk and understand the value of good communication skills. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary.

Customer feedback is priceless, and these CSRs can gather that for you. Problem-solving also comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don't have enough information to answer customer questions or resolve complaints.

The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

Requirements and skills

- Customer support experience or experience as a Client Service Representative
- Strong phone contact handling skills and active listening
- Familiarity with company customer service systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritise, and manage time effectively

Career Pathway

<https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/customer-service-and-contact-centre/4427-customer-service-svg>

A day in the life of:

<https://youtu.be/hEkG7ZNSfBo?si=BAk2PNxNpyFJk2sE>

https://youtu.be/rkBTXOOg9pM?si=nRWNDTuuw9X_Domq