

Customer Service Representative

Position Description

A customer service representative responds to customer questions and needs by providing accurate and timely information. They respond to customer needs by maintaining an extensive working knowledge of products and services and promoting those that may benefit a customer. Possessing strong communication skills is required to effectively answer all customer questions, written and verbal. They also maintain good customer relations especially when matters require tact and resourcefulness.

Education Requirements

- High school diploma, or equivalent, and experience dealing with public, customer service, or sales environment.

Helpful Skill Set

- Self-motivated.
- Organized.
- Positive and enthusiastic attitude.
- Team player.
- Computer literacy.
- Excellent verbal communication.
- Time management.
- Multi-tasker.

Network Development

- Get involved in dairy related clubs, associations, and industry events.
- Talk to someone in the field, particularly in a company that interests you.
- Join communication clubs on campus.

Work Experience

- Launch your career by looking for internships in other sales and marketing roles.
- Seek internships with customer relations specialty.

Keywords

customer relations, communication, listening, products, promotion, phone



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