

CAREER PATHWAY: CUSTOMER SERVICE REPRESENTATIVE



What do they do? Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

People with these roles and responsibilities are also called: Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

Some typical job duties include:

- Talk with customers to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check to ensure that changes were made to resolve customers' problems.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.



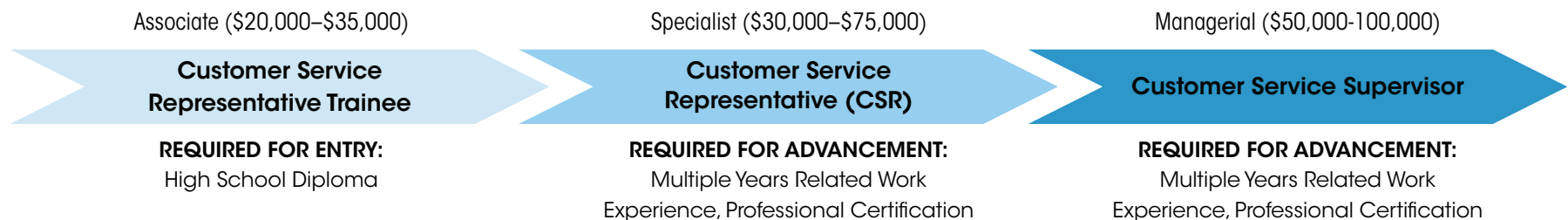
HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE:
\$32,240

MOST IMPORTANT OCCUPATIONAL SKILLS

- Basic Skills:** Active Listening, Speaking, Reading Comprehension
- Social Skills:** Social Perceptiveness, Service Orientation, Persuasion
- Problem Solving Skills:** Complex Problem Solving
- Technical Skills:** Operations Modeling, Operations Analysis
- System Skills:** Judgment and Decision Making, Systems Analysis, Systems Evaluation
- Resource Management Skills:** Time Management, Management of Personnel Resources, Management of Financial Resources

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS



SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE: Customer Service Rep. Certificate: (Offered by many community colleges)

Accredited Customer Service Rep.: (Independent Insurance Agents and Brokers of America)

Certified Insurance Service Representative: (The National Alliance for Insurance Education and Research)

Associate, Customer Service: (Life Office Management Association)