

# 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.



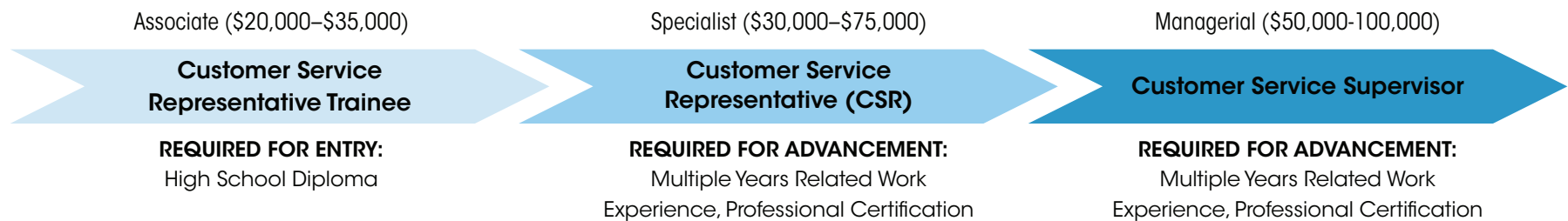
## HOW MUCH DO THESE JOBS PAY IN OHIO?

**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



**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**