

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:

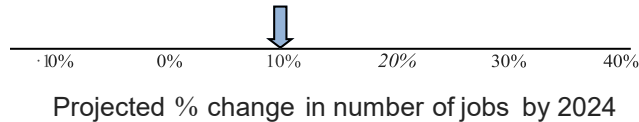
Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative.

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.

Michigan Job Outlook

"Faster than average" (+10.9%)



National Job Outlook through 2024: 10.9%

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Most Important Occupational Skills

BASIC SKILLS

Active Listening
Speaking
Reading Comprehension

PROBLEM SOLVING SKILLS

Complex Problem Solving

SYSTEMS SKILLS

Judgment/Decision Making
Systems Analysis
Systems Evaluation

SOCIAL SKILLS

Social Perceptiveness
Persuasion

TECHNICAL SKILLS

Operations Analysis
Operations Modeling

RESOURCE MANAGEMENT

Mgmt of Financial Resources
Mgmt of Personnel
Time Management

How much did these jobs pay in 2016?

Average: \$35,170 per year
(\$16.91 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000-\$35,000) Specialist (\$30,000-\$75,000) Managerial (\$50,000-\$100,000)

Customer Service Trainee ➤ Customers Service Representative ➤ Customer Service Supervisor

REQUIRED FOR ENTRY

High school degree

REQUIRED FOR ADVANCEMENT

Multiple years related work exp.
Professional certification

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Multiple years related work experience
Professional certification

SOME CERTIFICATIONS THAT CAN HELP YOU ADVANCE:

Customer Service Representative Certificate (offered by many community colleges)
Accredited Customer Service Representative (Independent Insurance Agents & Brokers of America, available online)
Certified Insurance Service Representative (The National Alliance for Insurance Education & Research, available online)
Associate, Customer Service (Life Office Management Association, unavailable online)