

# JOB PROFILE



# Customer Service Support Representative

# WOMEN4IT

## CUSTOMER SERVICE SUPPORT REPRESENTATIVE

### Job profile

Customer service representatives provide information to customers about a company's or organisation's services, products and policies. They resolve product and service problems and provide assistance to customers interacting with the company's online presence.

### LEVEL OF AUTONOMY

Customer service representatives generally work as part of a team reporting to a team leader, in either the customer service department of a large company or at dedicated call centre company.

### USE OF ICT

Customer service representatives work on a personal computer, in an office environment, using email, chat and phone software to connect with customers, and CRM software to check customer records and log customer interactions.

### MISSION

Customer service representative provides a value-added service to a company's or client's customer base.

### TYPICAL WORK ACTIVITIES

- Identify the nature of the customer's call such as technical issue, service problem, complaint or query.
- Attract potential customers by answering product and service questions; suggesting information about other products and services.
- Create new customer records and maintain existing customer records.
- Provide user level support to a customer by walking them through a process or interaction with the company online system/s.

- Diagnose the cause of a product or service problem, identify a solution and take action to resolve it.
- Escalate issues to the relevant colleague, manager or department.
- Follow up on open issues or queries until they are resolved to the customer's satisfaction.
- Generate service reports, customer feedback surveys or call summaries for a team leader/manager.

## BEHAVIOURAL COMPETENCES

- Manage large amounts of incoming calls
- Active listening
- Exchange information verbally
- Exchange information in written format
- Work methodically to meet deadlines
- Multi-task, prioritise, manage time effectively
- Establish customer rapport

## ATTITUDES

- Systematic in your approach
- Engaging
- Patient
- Attentive
- Adaptable
- Resilient
- Results-oriented

## COMPETENCES

| FUNCTIONAL COMPETENCES  | Mapping to DigComp 2.1 – competence and level  | Mapping to e-CF – competence and level           |
|---|--|--|
| 1 Locate, retrieve and verify customer records.   | 1.1 Browsing, searching and filtering data, information and digital content L5<br>1.2 Evaluating data, information and digital content L5<br>1.3 Managing data, information and digital content L5 |  |
| 2 Create new and maintain existing customer records.  | 1.2 Evaluating data, information and digital content L5<br>1.3 Managing data, information and digital content L5   |  |
| 3 Use a variety of communication tools such as email, messaging, VOIP to communicate with customers, colleagues and managers. | 2.1 Interacting through digital technologies L7  |  |
| 4 Keep records of customer interactions.  | 1.3 Managing data, information and digital content L5  |  |
| 5 Generate service reports.   | 1.2 Evaluating data, information and digital content L5<br>1.3 Managing data, information and digital content L5   |  |
| 5 Resolve product or service issues.  | 5.2 Identifying needs and technological responses L6<br>5.1 Solving technical problems L6<br>2.1 Interacting through digital technologies L7<br>2.4 Collaborating through digital technologies L6  | C.1 User Support e-1<br>C.3 Service Delivery e-1 |

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