

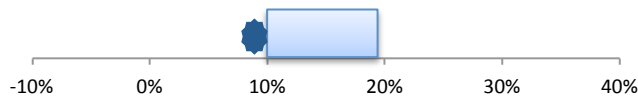
CUSTOMER SERVICE REPRESENTATIVE

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.

Ohio Job Outlook "Average" (+8.7%)



Projected % change in number of jobs by 2020

Note: Blue band = Average growth (10% to 19%)

National Job Outlook through 2020: 15.5%

Most Important Occupational Skills

BASIC SKILLS

- Active Listening
- Speaking
- Reading Comprehension

PROBLEM SOLVING SKILLS

- Complex Problem Solving

SYSTEMS SKILLS

- Judgment and Decision Making
- Systems Analysis
- Systems Evaluation

SOCIAL SKILLS

- Service Orientation
- Persuasion
- Social Perceptiveness

TECHNICAL SKILLS

- Operation Modeling
- Operations Analysis

RESOURCE MANAGEMENT SKILLS

- Time Management
- Mgmt of Personnel Resources
- Mgmt of Financial Resources

The most important skills required for performing this job well are underlined.

How much did these jobs pay in 2013?

Average: \$33,730 per year
 (\$16.22 per hour)

Career Pathway and Educational Requirements

Associate (\$20,000 - \$35,000)

Specialist (\$30,000 - \$75,000)

Managerial (\$50,000 - \$100,000)

Customer Service Representative Trainee

Customer Service Representative (CSR)

Customer Service Supervisor

REQUIRED FOR ENTRY/ADVANCEMENT

- High school degree

REQUIRED FOR ADVANCEMENT

- Multiple years related work experience
- Professional certification

REQUIRED FOR ADVANCEMENT

- 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)