

# CUSTOMER SERVICE AGENT JOB DESCRIPTION

## EMPLOYER INFORMATION

**Name:** WHEELS ELECTRONIC BIKES

**Address:** 456 ELM STREET, CHICAGO, IL 60007

**Phone:** (555) 555-5555

**E-Mail:** [staff@wheelsebikes.com](mailto:staff@wheelsebikes.com)

## EMPLOYMENT ELIGIBILITY

**Job Title:** Customer Service Agent

**Reports to:** Tamika Wheeler

**Job Location:** Remote

**Start Date:** Sept. 1<sup>st</sup>, 2021

**Job Type:**  Full-time  Part-time  Independent Contractor  Intern

**# of Hours:** 40 Hours per week

## JOB DESCRIPTION

Quickly growing ebike manufacturer seeks customer service agent to handle calls, emails and texts from customers and prospective customers about products. Job will involve communicating with both customers and internally to resolve issues.

## RESPONSIBILITIES AND DUTIES

- Receive customer communications
- Determine customer want/question
- Accurately record customer issue
- Verify account information
- Where appropriate, resolve issues
- Report issues within company
- Maintain contact for long-term fixes
- Bring attention to new products

## QUALIFICATIONS / REQUIREMENTS

- Capacity for high call volume
- Patience with tough requests
- Friendly disposition
- Inclination toward problem-solving
- Understand company structure
- Ability to explain technical terms

# Job Description For Customer Service Officer

**Zhe Xu**



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