

## **CUSTOMER SERVICE REPRESENTATIVES**

- To solve customer's problem. The representative will receive the call and try and solve the problem over the phone by guiding the customer.
- The customer service representative can create a good impression of the company they work for. Good service is what customers look for, and this exactly what the representative should provide.

### **Duties and responsibilities**

- Providing help to the customers that have a problem
- Make the customer extremely comfortable so that they can tell of their problem with hesitance
- Guiding the customer regarding the problem and explaining to them patiently
- Solving the issue quickly and effectively
- **Using polite language with the customers at all times**
- If the representative have to make a house call, they have be there on the fixed time as it creates a good impression
- Transfer call to their heads if they are unable to solve the problem
- Make calls to the customer and enquire if they need help
- Follow up on the customers you have already helped
- Provide assistance as and when required by the customer, irrespective of day and time

### **Qualification**

- High school diploma is a must but college degrees are an added advantage
- Should have great command over language, especially verbally
- Should be competent in using a computer
- Good listening skills
- Good patience as they may have to deal with rude customers
- Good work ethics

**Rate:** Depends upon experience (TBD)

## **PROJECT RELATED COMPETENCIES SOLUTION DEVELOPMENT AND DELIVERY**

- Assists in physical and logical database design.
- Understands technical and functional design requirements.
- Creates prototypes for client engagements.
- Designs, codes, and tests technical solutions.
- Identifies system deficiencies and recommends solutions.

## **PROJECT EXECUTION**

- Assists in enforcement of development deadlines and schedules.
- Understands the necessity of and contributes to coding standards.
- Develops internal and external meeting objectives and agendas.
- Prioritizes multiple tasks effectively.

#### **PROFESSIONAL QUALITIES**

- Displays a positive attitude.
- Demonstrates flexibility in day-to-day work.
- Sets high standards of performance for oneself.

#### **TEAMWORK**

- Establishes harmonious working relationships with team members.
- Appreciates each team member's contributions and values each individual member.

#### **CLIENT MANAGEMENT**

- Values internal and external clients and responds to their needs as they arise.
- Establishes effective working relationship with clients.
- Follows established communication guidelines.
- Uses good judgment in what and how to communicate with clients.

#### **ORGANIZATIONAL RESPONSIBILITIES**

#### **PROFESSIONAL DEVELOPMENT**

- Understands the professional development process and becomes actively involved by setting challenging goals and meeting them through continuous learning.
- Seeks input from mentors and supervisors.
- Actively applies feedback received to day-to-day work and strives to improve performance.

#### **INTERNAL OPERATIONS**

- Accurately completes and submits time and expense reports in a timely manner
- Accurately completes and submits status reports in a timely manner.
- Complies with all company policies and procedures.