

**Education and Experience**

- High school diploma, general education degree or equivalent
- knowledge of customer service principles and practices
- knowledge of relevant computer applications
- ability to type
- knowledge of administrative procedures
- numeric, oral and written language applications

**Duties and Responsibilities**

- deal directly with customers either by telephone, electronically or face to face
- respond promptly to customer inquiries
- handle and resolve customer complaints
- obtain and evaluate all relevant information to handle inquiries and complaints
- perform customer verifications
- process orders, forms, applications and requests
- direct requests and unresolved issues to the designated resource
- manage customers' accounts
- keep records of customer interactions and transactions
- record details of inquiries, comments and complaints
- record details of actions taken
- manage administration
- communicate and coordinate with internal departments
- follow up on customer interactions