

Customer Service Overview

1. **Occupation title:** Customer Service Representative
2. **Other titles for same position:** CSR, Customer Care, Customer Support
3. **Generic job description:** Provide high quality customer care for a wide variety of incoming calls by focusing on customer needs. Uses effective listening and positive communication to resolve customer needs/concerns. This position involves working on the phone for long periods of time and ability to handle multiple priorities in a contact center environment. Extremely well developed interpersonal, problem solving and conflict management skills are essential to success in this position. Demonstrated proficiency with MS Office Suite with an emphasis on Outlook and internet plus keyboarding at 50 wpm and 10-key are required. Outstanding verbal and written communication skills are essential to this position.
4. **Level:** Entry
5. **Description of typical career path that includes this occupation:** From the CSR position, one may move laterally into a Billing Rep position or up into enhanced CSR roles such as Analyst; Quality Assurance Specialist; Trainer; Specialty Commercial; Team Leaders; and Manager.
6. **Types of employers for this position:** Utility companies, contractors
7. **Training/education/apprenticeship requirements for position:**

This entry level position requires 2-4 yrs of customer service related work and demonstrated proficiency with MS Office Suite, Outlook and internet. A degree or certificate is not required by most companies for this position, but postsecondary education or training enhances employability of the candidate and potential for career mobility.
8. **Related skill standards:** No industry –specific standards are currently available. Related occupational/functional standards include: http://www.nrffoundation.com/Training_Certification/Cert_CSSSS.asp
9. **Education programs currently available:** [Degrees & Certificates](#)
10. **Related training offered within utilities (or other employers):** Monthly trainings offered on likely call topics such as high bills and seasonal issues.