

Customer Service Representatives

SOC: 43-4051 • Career Profile Report

■ Key Facts

\$42,830 Median Salary	153,700 Employment	-5.0% Growth Rate
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■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Medium Risk - 65.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

7.3/10 - Good work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Communication skills, Customer-service skills, Interpersonal skills, Listening skills, Patience, Problem-solving skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Customer Service Representatives typically perform the following tasks:

- Confer with customers by telephone or in person 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 appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Solicit sales of new or additional services or products.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/office-and-administrative-support/customer-service-representatives.htm>