

CAREER PATHWAY: CUSTOMER SERVICE REPRESENTATIVE

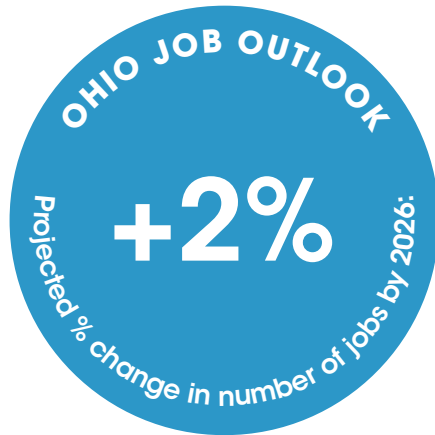


What do they do? Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

People with these roles and responsibilities are also called: Customer Service Representative, Account Manager, Account Representative, Client Services Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative

Some typical job duties include:

- Talk with customers 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 changes were made to resolve customers' problems.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.



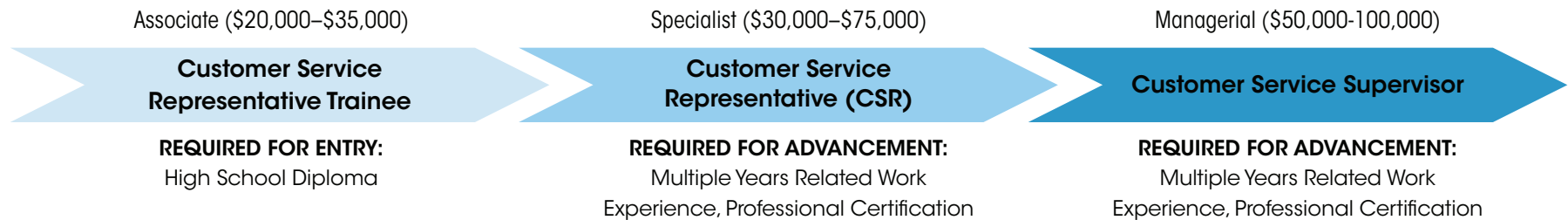
HOW MUCH DO THESE JOBS PAY IN OHIO?

AVERAGE:
\$32,240

MOST IMPORTANT OCCUPATIONAL SKILLS

- Basic Skills:** Active Listening, Speaking, Reading Comprehension
Social Skills: Social Perceptiveness, Service Orientation, Persuasion
Problem Solving Skills: Complex Problem Solving
Technical Skills: Operations Modeling, Operations Analysis
System Skills: Judgment and Decision Making, Systems Analysis, Systems Evaluation
Resource Management Skills: Time Management, Management of Personnel Resources, Management of Financial Resources

CAREER PATHWAY AND EDUCATIONAL REQUIREMENTS



CERTIFICATIONS THAT CAN HELP YOU ADVANCE:
Customer Service Rep. Certificate
Offered by many community colleges

Accredited Customer Service Rep. Independent Insurance Agents and Brokers of America

Certified Insurance Service Representative
The National Alliance for Insurance Education and Research

Associate, Customer Service Life Office Management Association