CAREER PROFILES

Other customer and information services representatives:

This includes Customer and Information Services Representatives who answer enquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services.

Wage/Salary Information:

$31,466.15 is the median annual salary found locally.

$15.13/hour is the median wage reported locally.

Commonly Listed Skills in Job Postings:

- Customer service oriented
- Oral and written communication
- Bilingual
- Detail oriented
- Problem solving
- Microsoft Office
- Marketing
- High Energy
- Integrity
- Bilingual French
- Team player
- Customer satisfaction
- Team-oriented, teamwork
- Troubleshooting
- Basic computer skills
- Coaching
- Organizational skills
- Work independently
- Self-starting / Self-motivated
- Sales experience / ability
- Creativity

Job Duties:

Customer Service Representatives in retail establishments answer, in person or on the phone, enquiries from customers and investigate complaints regarding the establishment's goods, services and policies. They arrange for refunds, exchange and credit for returned merchandise, receive account payments, and receive credit and employment applications.

Contact Centre Agents take customer orders for goods or service and promote goods or services. They respond to enquiries and emergencies and investigate complaints and update accounts.

Customer Service Representatives in insurance, telecommunication, utility, and similar companies explain the type of cost of services offered, order services, provide information about claims or accounts, and update accounts, initiate billing and process claim payments, and receive payment for services.

Information Services Representatives provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to telephone and in-person enquiries.

Working Conditions:

Customer and Information Services Representatives usually work a standard work week, while some may work night shifts at agencies that are open 24 hours a day. Work involves either standing at a customer service counter or continuous hours using a computer.

These Clerks work in fast-paced environments with high volumes of customer inquiries where they must provide excellent, high level customer service.

Career Pathways:

Progression to supervisory positions is possible with experience.

Other Customer and Information Services Representatives are employed by retail establishments, contact centres, insurance, telecommunications and utility companies and other establishments throughout the private and public sectors. Below are potential career pathways for other Customer and Information Services Representatives:

- Accounts Information Clerk
- Bus Information Clerk
- Complaints Clerk – Customer Service
- Contact Centre Agent – Customer Service
- Courtesy Desk Clerk
- Customer Service Representative – Call Centre
- Enquiries Clerk
- Information Clerk – Customer Service
- Lost-And-Found Clerk
- Order Desk Agent
- Public Relations Clerk
- Tourist Information Clerk

Check out more possible career pathways on WEexplore.

Education and Training Pathways:

There is currently no formal post-secondary training program for this career offered locally. Employers may provide on the job training to teach the skills and competencies needed for the job.

Disclaimer: *The educational institution reserves the right to change information without notice, and may result in discrepancies between their information and the information presented above. If any errors are found, please report them to info@workforcewindsoressex.com.*