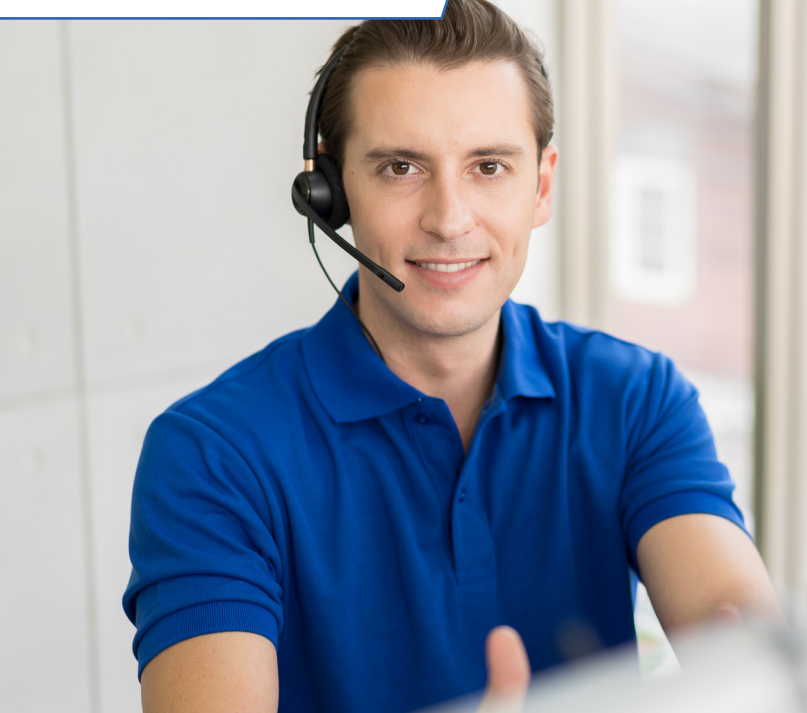




# Career Pathways: Customer Care Representative



Customer Care Representatives interact with customers to provide basic or scripted information in response to routine inquiries about products and services. They may also handle and resolve general complaints.



## About Customer Care Representatives

A Customer Care Representative is the first person most customers communicate with when they have a problem. The Customer Care Representative must handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience. They also provide solutions that fit those individualized situations and prioritize the customers' needs at each step of the process.

Customer Care Representatives work in various settings, from retail stores to call centers. In most cases, a Customer Care Representative works on a small team under a Customer Service Manager.



## Key Tasks

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments
- 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
- Refer unresolved customer grievances to designated departments for further investigation



## Key Skills

- Listening
- Communication
- Time Management
- Critical Thinking
- Negotiation
- Service Orientation



## Education & Certifications

- High school degree or GED



## Industry Sector Employers

- Geisinger
- Commonwealth Health
- UGI Utilities
- I.D. Logistics
- Golden Technologies

*\*List above shows a sampling of sector employers and college/university programs which is not limited to the list above.*



Learn more about Customer Care Representative and other career pathways at **ScrantonChamber.com**

### Sources:

<https://www.onetonline.org/link/details/43-4051.00>

