

Metro Atlanta TOP JOBS

LOGISTICS



Customer Service Representatives

Standard Occupational Classification Code: **434051**

Also known as: Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator

Are you good at ...

- Paying attention to detail?
- Displaying a good-natured, cooperative attitude?
- Being honest and ethical?
- Being reliable, responsible, and dependable?
- Showing concern for others?

A Day in the Life

Customer Service Representatives are the glue that holds businesses together. They 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. They check to ensure that appropriate changes were made to resolve customers' problems and keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken. They resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

They complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers. They refer unresolved customer grievances to designated departments for further investigation. They order tests that could determine the causes of product malfunctions and obtain and examine all relevant information to assess validity of complaints and to determine possible causes. They recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

How do I get into this top job?

You need a high school diploma or the equivalent and then will need several weeks of on-the-job training to do this job. Training programs and tests may be expensive, but you might not have to pay for all of it yourself. If you are low income, ask your job coach, career counselor, training program, or workforce development specialist about assisting you with your training expenses. It might be free!



What they earn in Metro Atlanta:

Entry Wage: **\$10.87**
Median Wage: **\$15.91**



What makes this a Top Job?

They're in high demand. The Georgia Dept. of Labor estimates there will be 8,520 openings per year through 2026! Additionally, this job pays above average wages.



Educational Requirement



High School Diploma or GED



On-the-Job Training



Short-term
On-the-job Training



Related Occupations

Check out these similar careers on O*NET online:

- [Bill and Account Collectors](#)
- [Order Clerks](#)
- [Receptionists and Information Clerks](#)

CONTACT US FOR MORE INFORMATION!

404-527-3501 | careerriseatlanta.org | atlantacareerrise@unitedwayatlanta.org

Metro Atlanta Top Jobs is a project of **CareerRise** and **WorkSource Metro Atlanta** (Atlanta, Cobb, DeKalb, Fulton, and Atlanta Regional which serves Cherokee, Clayton, Douglas, Fayette, Gwinnett, Henry, and Rockdale counties).

