



## **Rochester Yellow Cab - Customer Service Representative Job Description**

### **Job Purpose**

Interact with customers on the phone to provide information in response to inquiries about transportation services and to handle and resolve complaints.

### **Scope of Responsibilities**

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Confer with customers by telephone to provide information about transportation services, take and relay information or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

### **Work Activities**

- maintain telephone logs
- make decisions
- use knowledge of written communication
- use telephone communication techniques
- obtain information from individuals
- provide customer service
- use computers to enter, access or retrieve data
- detect discrepancies on records or reports
- take messages
- resolve customer or public complaints

### **Qualifications**

- Active listening and learning skills
- Critical Thinking
- Strong oral and written communication skills
- Coordination
- Negotiation
- Persuasion
- Service Orientation
- Social Perceptiveness
- Complex Problem Solving
- Judgment and Decision Making
- Time Management

**Work Context**

Requires using hands to handle, control, or feel objects, tools or controls, Requires sitting, Requires repetitive movement, Requires use of electronic mail, Requires contact with others (face-to-face, by telephone, or otherwise), Requires writing letters and memos, Requires telephone conversations, Requires dealing with unpleasant, angry, or discourteous people, Includes conflict situations, Requires making decisions that impact the results of co-workers, clients or the company, Opportunity to make decisions without supervision, Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization, Requires being exact or highly accurate, Requires meeting strict deadlines, Requires work with external customers or the public, Requires work with others in a group or team, Requires working indoors in environmentally controlled conditions, Job tasks are performed in close physical proximity to other people.