



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.