

Marketing Cluster



Planning, managing and performing marketing activities to reach organizational objectives.

Data Sources
Bureau of Labor Statistics
CareerInfoNet
CareerClusters
The College Board
Tracer

Customer Service Representative

Customer service representatives work in call centers, on help desks and online to help customers with problems and questions. Representatives interact with customers on the phone and through email.

Are you interested in helping clients solve their problems? If so, a career as a **customer service representative** may be for you.

Customer service representatives interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Are You Ready To...?

- Talk to customers by telephone, email or in person
- Gather information from customers regarding complaints or issues with products
- Deal with disgruntled customers

It Helps To Be...

A people person who interacts well with customers and can handle disgruntled individuals and someone who is a good problem solver.

A Day In The Life...

- Check to ensure that appropriate changes were made to resolve customers' problems
- Keep records of customer interactions or transactions, recording details of inquiries, complaints or comments, as well as actions taken
- Refer unresolved customer grievances to designated departments for further investigation
- Solicit sales of new or additional services or products
- Order tests that could determine the causes of product malfunctions
- Recommend improvements in products, packaging, shipping, etc.

Salary and Opportunity in the Austin-area

Median Hourly Wage: \$15.98

That comes out to more than \$33,230 a year.

In 2016, we had 19,896 Customer Service Representatives. By 2026, we'll need 21,958.

Could you be one of the 2,062?

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After High School...

In addition to a high school diploma, some employers look for customer service representatives with a **certificate or associate's degree**.



Top 5 Industries for Customer Service Representatives

1. Business Support Services
2. Grocery Stores
3. Agencies, Brokerages and Other Insurance Related Activities
4. Depository Credit Intermediation
5. Insurance Carriers

Related College Majors

- Information Technology
- Marketing
- Office Management

Related Industry Certifications

- Automobile Technician: Service Consultant
- BMC Service Desk Express Consultant
- Call Center Manager Certification
- Certified Help Desk Professional
- Certified Project Management Professional

Related Careers

- Buyers and Purchasers
- Management Consultants
- Market and Survey Researchers
- Sales Worker Supervisors
- Advertising, Marketing and Public Relations Managers

For more Career Profiles, visit our website:

<http://www.wfscapitalarea.com/YouthServices/CareerPlanning.aspx>.

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