Talent Insights: Job Minimum Requirements Example

Minimum Requirements for Customer Service Representative Role with Allen AI Demo Company

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Industry Sector: Not specified

Location Parameters: Onsite - Cardiff City, Wales

Technical Must Have Skills:

- **Customer Service Experience** - 2-4 years of experience in a customer service or related role

- **Communication Skills** - Excellent verbal and written communication skills with a professional and empathetic approach

- **Problem-Solving** - Strong ability to think on your feet and handle challenging situations calmly

- **CRM Proficiency** - Ability to effectively use customer service software and CRM systems

- **Microsoft Office Suite** - Proficiency in using Microsoft Office applications for documentation and reporting

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Technical Nice to Have Skills:

- **Multi-channel Support** - Experience in handling customer inquiries via phone, email, chat, and in-person

- **Order Processing** - Familiarity with processing orders, returns, and handling cancellations or changes

- **Account Management** - Experience in updating and managing customer accounts

- **Data Entry** - Accuracy in recording customer interactions and maintaining database integrity

- **Technical Troubleshooting** - Basic technical knowledge to assist with product-related queries

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Additional Functional Requirements:

- **Patience** - Ability to remain calm and empathetic when dealing with frustrated or upset customers

- **Organisational Skills** - Strong attention to detail and ability to manage multiple tasks simultaneously

- **Team Collaboration** - Ability to work well in a team environment and collaborate across departments

- **Adaptability** - Willingness to work flexible hours, including evenings and weekends if required

- **Product Knowledge** - Capacity to maintain a deep understanding of the company's products or services

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Educational and Certification Requirements:

- **High School Diploma** - Minimum educational requirement or equivalent

- **Degree in Related Field** - Considered a plus, but not mandatory

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The Tech Simplified:

- **CRM Systems** - https://en.wikipedia.org/wiki/Customer_relationship_management

- **Microsoft Office Suite** - https://en.wikipedia.org/wiki/Microsoft_Office

- **Live Chat Software** - https://en.wikipedia.org/wiki/Live_support_software

- **VoIP Systems** - https://en.wikipedia.org/wiki/Voice_over_IP

- **Ticketing Systems** - https://en.wikipedia.org/wiki/Issue_tracking_system