



<https://reliablestaffing.com/job/customer-service-representative-rsabl2006/>

## CUSTOMER SERVICE REPRESENTATIVE Skills

### Description

We are seeking a patient, empathetic, and solutions-oriented **Customer Service Representative** to join our growing team. In this role, you will serve as the primary voice of our company, managing incoming customer inquiries across multiple channels, resolving technical or order issues, and ensuring a seamless, positive experience for every customer.

### Job Location

Abilene, TX

### Valid through

15.10.2040

### Base Salary

\$ 15.00

### Employment Type

Full-time

### Hiring organization

Reliable Staffing Corporation

### Contacts

If you have not registered on our website, please do so here: <https://reliablestaffing.com/>

submit your resume to [resume@reliablestaffing.com](mailto:resume@reliablestaffing.com)

- **Omnichannel Support:** Respond to inbound customer inquiries via phone, email, and live chat in a professional and timely manner.
- **Problem Resolution:** Actively listen to customer complaints, troubleshoot problems, and deliver accurate solutions or workarounds.
- **Order Processing:** Handle transactions, returns, exchanges, refunds, and account updates within internal management software.
- **Data Documentation:** Maintain clear, precise logs of all customer interactions, feedback, and escalations inside our CRM platform.
- **Product Expertise:** Maintain up-to-date knowledge of our complete product line, services, and company policies to educate callers.
- **Cross-Functional Collaboration:** Identify recurring customer pain points and report them to supervisors to help improve company

services.

## Education

- **Education:** High school diploma, GED, or equivalent experience.
- **Experience:** [Insert number, e.g., 1–2 years] of experience in a customer service, call center, retail, or hospitality environment.
- **Communication:** Exceptional verbal and written communication skills with strong active listening capabilities.
- **Technical Savvy:** Proficiency using basic office software, multi-screen navigation, and CRM or ticketing systems (such as Salesforce, Zendesk, or HubSpot).
- **Problem-Solving:** Ability to remain calm, professional, and resourceful when resolving sensitive customer issues.

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