

# Customer Service



## What They Do

Customer Service professionals interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints. Technical customer support representatives help customers troubleshoot issues with a piece of equipment.

## Job Duties

- Resolve customer complaints via phone, email, mail, or social media
- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts
- Assist with placement of orders, refunds, or exchanges
- Advise on company information
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Act as the company gatekeeper
- Suggest solutions when a product malfunctions
- Handle product recalls
- Utilize computer technology to handle high call volumes
- Compile reports on overall customer satisfaction

## Job Earnings

**\*\*Labor.NY.gov**

\$39,850 per year salary average  
\$19.18 per hour wage average

## Education/Training

Customer service representatives typically need a high school diploma and are trained on the job. Customer service representatives usually receive short-term on-the-job training, typically lasting 2 to 3 weeks. They should be good at communicating with people and adept at using computers.

## Job Outlook

Employment of customer service representatives is projected to grow 5 percent from 2016 to 2026, about as fast as the average for all occupations. Employment growth of customer service representatives in manufacturing will be driven by growth of those industries, as well as consumers' demand for products and services that require customer support.

# Customer Service - Career Pathway

Ways to Start Preparing for Your Future Career TODAY!

## 1 Middle/High School Classes to Take:

- Business
- English
- Communications/Public Speaking
- Mathematics

## 2 Clubs/Extracurricular Activities:

- 4-H ([www.4-H.org](http://www.4-H.org))
- SkillsUSA ([www.SkillsUSA.org](http://www.SkillsUSA.org))

## 3 Local BOCES/Career & Technical Education Programs:

- Genesee Valley BOCES ([www.GVBOCES.org](http://www.GVBOCES.org))
  - Information Technology (Batavia Campus only)
  - WNY Tech Academy (P-Tech Program, Supply Chain Management)
- Monroe2-Orleans BOCES ([www.Monroe2BOCES.org](http://www.Monroe2BOCES.org))
  - Computer Technology
- Orleans-Niagara BOCES ([www.ONBOCES.org](http://www.ONBOCES.org))
  - Computer Technology

## 4 Volunteer Opportunities:

- Community Action/Catholic Charities
- United Way

## 5 Local Colleges/Training:

- Certificates & Training Programs:
  - Finger Lakes Community College ([www.FLCC.edu](http://www.FLCC.edu))
    - Workforce Development Courses
  - Finger Lakes Works ([www.fingerlakes.skillupamerica.org](http://www.fingerlakes.skillupamerica.org))
    - Finger Lakes Customer Service Course
  - SUNY Brockport REOC ([www.REOC.Brockport.edu](http://www.REOC.Brockport.edu))
    - Customer Service Professional Program