



## Customer Service Prof Customer Service/Technical Support/Retail (TSIA CSP- 1/CBP/NRFSR)

It is very difficult to define “customer service” because there are so many different definitions of the term. The customer service professional will efficiently satisfy a customer’s needs by providing and delivering professional, helpful, and high quality service and assistance.

Customer service representatives may work in a technical environment or provide customer service support. Customer service representatives interact with customers, and they may provide information about products and services and may respond to customer complaints. Many may take orders and process returns.

Technical support representatives specialize and work in technical support centers for technology based employers. They assist customers over the telephone and/or by Internet to help them solve computer and software problems and with issues related to connectivity. They provide technical and network problem resolution to customers by providing customer service (end users) in a question diagnosis format while guiding users through step-by-step solutions.

While many customer service representatives work in customer contact centers, others work in insurance agencies, banks, stores, or other places that have contact with customers. Most work full-time, although part-time and variable schedules are also common.

### Indiana Wage Information

	Entry	Median
Hourly Wage	\$12.03	\$15.14

### Job Outlook in Indiana

Long term	11.41% (increase)
Short Term	4.27% (increase)

\*Data collected from [hoosierdata.in.gov](http://hoosierdata.in.gov)

## Job Duties

- Answer product and service questions
- Resolve product or service problems by clarifying the customer’s complaint and determining the cause of the problem
- Select the best solution to solve the problem
- Diagnose and resolve technical hardware and software issues
- Offer alternative solutions where appropriate
- Follow up and make scheduled call backs to customer if necessary
- Stay current with system information, changes and updates
- Follow standard processes and procedures

## Important Qualities

**Positive** – must have a positive, polite, caring and friendly attitude

**Customer-service skills** – must have the knowledge and ability to provide quality service by satisfying the customers' needs

**Communication skills** – must communicate in a way that creates a good impression; must be able to communicate well over the phone

**Product Knowledge** – must have a good knowledge of the company's product

## Skills and Knowledge

### Technical

- Ability to speak and write accurately
- Proficiency in typing and grammar
- Effective listening skills
- Knowledge of relevant software computer applications and

### English Language Arts

- Ability to speak, read, write and understand the english language fluently

### Math

- Knowledge and application of algebra, geometry, and statistics

## Certification and Advancement

The customer service/call center certifications document skills required to perform successfully in a variety of customer service positions ranging from retail to a call center. Customer service courses will teach customer service representatives, or those interested in working within the contact center environment, the technical and professional support skills needed to be certified. It will also prepare them to make a positive impact with internal and external customer contacts. Candidates are encouraged to have a high school diploma or equivalent before enrolling. Advancement in this field could lead to careers in customer service, call centers, contact centers and dispatch.

- International Business Training Association (IBTA) offers the CBP (Certified Business Professional) which certifies the holder as having excellent communication, ability to discern and identify customer's needs, excellent telephone service, attitude and interpersonal skills, and effective call handling.
- National Retail Federation (NRF) Customer Service and Sales credential documents excellent customer service, the ability to assess customer needs, knowledge of the products, the ability to sell and service products, and the ability to observe customers for buying cues.
- Technology Services Industry Association Certified Support Professional (TSIA CSP-1) certification demonstrates that the holder has the ability to show empathy, use positive language, build rapport, open the call, listen appropriately, solve customer problems, handle requests that cannot be filled, and close the call. Must possess a high school diploma or equivalent or be ready to earn the equivalent within the year.

## How can YOU get involved?

The world of work relies on the foundational skills students acquire in your classrooms and/or programs!

- Know your students'/clients' interests and career goals
- Affirm the value of the skills/hobbies students demonstrate both in and outside of the classroom
- Infuse your classroom culture and/or meetings with career-minded activities
- Provide time to make connections between the material learned in adult education or workshops and students' daily lives/career aspirations
- Know the basic job descriptions and training requirements of in-demand occupations in your area
- Know which WorkINdiana programs are available in your region
- Know the processes for referring students to postsecondary or on-the-job training
- Post resources where students can find more information about further education/training and careers