



Explore a Career as a

# CUSTOMER SERVICE REPRESENTATIVE

## What do Customer Service Representatives do?

Customer service representatives (CSRs) in the transportation, warehouse, distribution, and logistics industry answer questions, resolve problems, and help ensure timely delivery and execution of plans. When handling a customer issue, a CSR will usually open the customer's electronic file and use this information to solve problems and make changes to customer accounts. The CSR also has access to responses for the most commonly asked questions, and to specific guidelines for dealing with requests or complaints. CSRs need strong listening and speaking skills to clearly and accurately respond to customer inquiries and concerns. They must listen carefully to customers to understand their needs and concerns in order to be able to resolve the call as efficiently and effectively as possible. Many customer service representatives work in customer contact and call centers.

## Training & Educational Opportunities

Customer service representatives typically have at least a high school diploma and are usually trained on the job for about two to three weeks, although it can last as long as several months. A degree or certificate in any number of business or communications areas can provide a stronger skillset and help with eligibility for promotions.

## As a Customer Service Representative you will:

- Handle and resolve customer complaints and issues
- Listen and respond to customers' needs and concerns
- Provide information about products and services
- Research answers or solutions as needed
- Use computers to access and navigate applications
- Review and make changes to customer accounts

## Customer Service Representatives are in demand in Kankakee County!

Kankakee County employment of Customer Service Representatives is expected to increase through the year 2020. Careers in logistics are expected to grow faster than normal over the next 10 years.

# Customer Service Representative

## Training Provider

The following certified training provider offers programs and certifications to train for a career as a Customer Service Representative:

- Kankakee Community College

Career scholarships may be available if you qualify.



## Types of Employers

There are many different types of employers of Customer Service Representatives, including:

- Car rental companies
- Freight and material handling companies
- Packaging and delivery employers
- Transportation and trucking companies
- Warehouses

## Wages & Openings

### Customer Service Representative Employment Data for Kankakee County

Average Starting Hourly Wage	\$10.15
Average Hourly Wage With Experience	\$25.06
Average Annual Job Openings Kankakee County	85
Average Annual Job Openings Chicago Metro	10,558

## Opportunities

After you complete your training as a Customer Service Representative you will have many opportunities for specialization and advancement. Some opportunities include:

- CSR Trainer
- Customer Service Manager
- Customer Service Specialist
- Site Manager



**Kankakee Workforce Services**

[www.kcc.edu/wioa](http://www.kcc.edu/wioa)

815.802.8963

