




Guide: Customer service job descriptions to build your dream team

Ready-made job descriptions that'll help you
find the right candidates for your service team.

 Free to download

trenGo.com

Your guide to finding the right customer service representatives

You want to build a thriving customer service team but finding the right customer service representatives can be challenging. Only a few people who apply for the job may be customer service experts. Yet, you need team mates who can quickly and cleverly overcome tough customer scenarios.

Customer service has a significantly higher turnover rate than other jobs. It's 30-45% compared to the overall turnover rate of [15%](#)!

Finding the right match is so important. You have to be straightforward with what you want and ask smart questions that reveal the skills and capabilities of the potential employee.

This guide helps you build your customer service dream team by starting at the beginning: the hiring process. You'll find copy-paste job descriptions you can tweak for your industry and team.



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1 Hiring a customer service newbie

Juniors bring in new ideas, have the potential to grow, and possess various skills that can benefit your company. Plus, a junior allows you to keep a tight budget as juniors are just starting out, and their salary will reflect that.

When hiring a newbie, you have to pay attention to this person's potential. Are they problem-solvers? Active listeners? Do they have professional communication skills?

Copy-paste the outline and fine tune it with information about your industry, product, or service. This helps you create your customer service job description in a heartbeat!

Junior customer service representative

Tasks

- ✓ Answer customer questions
- ✓ Track customer interactions
- ✓ Handle customer complaints
- ✓ Troubleshoot ad-hoc issues
- ✓ Request customer feedback

Profile

- ✓ Great communicator
- ✓ Active listener
- ✓ Service-minded
- ✓ Empathic & positive attitude
- ✓ Resourcefulness & problem-solver

A day in the life of a junior customer service representative

Whether you work from home or at the office, you first check all incoming customer communication. Think of emails, calls, and messages on social media. Whatever the questions are, you are the brand's spokesperson, from delivery problems to handling billing inquiries or answering questions about the product or service. You hold the conversation with empathy and enthusiasm. Whether it's a complaint or a compliment; it's your job to provide great customer service. During the day, you check in with your colleagues to discuss urgent matters. Customer service is a team effort!

2

Attracting a medior customer service representative

If you're looking for someone who can easily jump in and handle customer service questions immediately, you need a medior customer service representative. A medior has at least **two to three years of experience**. They know how customer service works and have developed skills around negotiation and confrontation. A medior can take over when conversations get challenging, and they can help juniors. Most importantly, they can lean into customer conversations and see opportunities for up-and-cross-selling.

Medior customer service representative

Tasks

- ✓ Answer customer questions
- ✓ Track interactions
- ✓ Handle complaints
- ✓ Troubleshoot ad-hoc issues
- ✓ Ask customer feedback
- ✓ Boost sales
- ✓ Improve customer happiness
- ✓ Troubleshoot ad-hoc issues
- ✓ Support customer service representatives

Profile

- ✓ Professional communicator
- ✓ Active listener
- ✓ Service-minded
- ✓ Problem-solver
- ✓ Team player
- ✓ Multi-tasker
- ✓ Persuasiveness
- ✓ Ability to handle tough conversations

A day in the life of a medior customer service representative

Customer service is always busy! As a medior customer service representative, your first task in the morning is to prioritise the incoming questions, emails, and calls. What needs to be handled first? It's your job to dive into the most suppressing matters and divide and conquer the team. You also actively seek out every opportunity there is to boost sales. You immediately know when a customer is interested in learning more, and you have great communication skills to persuade them. Lastly, you collect important feedback to share with your team and manager.

3

Recruiting customer service seniors

Do you need innovation, guidance, and expertise to uplift your customer service team? A senior customer service representative is someone with **five to ten years experience**. They know all the secrets of customer service. A senior can coach teams, bring innovative ideas, and handle all tough complaints. They have higher salary expectations but create unforgettable customer experiences by always going the extra mile.

Senior customer service representative

Tasks

- ✓ Analyse customer feedback
- ✓ Improve customer happiness
- ✓ Report on issues
- ✓ Train customer service teams
- ✓ Analyse customer accounts
- ✓ Set time management goals
- ✓ Collaborate with management
- ✓ Increase customer retention

Profile

- ✓ Highly professional communicator
- ✓ Team player
- ✓ Negotiator
- ✓ Ability to work under pressure
- ✓ Persuasiveness
- ✓ Leadership skills
- ✓ Analytical

A day in the life of a senior customer service representative

Your job as a senior customer representative is to ensure the team is thriving. You are a team player and know how to get the best out of every single one of your colleagues. Daily, you analyse the customer journey and find room for improvement. You discuss the quick wins with management and your team. Once you dive into customer accounts, you never come up empty-handed. You know which clients and colleagues have room for growth.

4 Onboarding: feed your team with knowledge

When it comes to great customer service, you need more than just the perfect person for the job. The person also has to know the role, product, and company. This takes time and knowledge. Let your team set up an onboarding program, optimise documentation, and ensure frequent training. Last but not least, let your team learn from each other, whether it's about technical information or providing an unforgettable experience.

What to expect

Our onboarding process



Learning

We review applications and look for a great fit.



Training

You'll have a quick call with one of our recruiters.



Documentation

Next up, an online meet up with the team or hiring manager.



Coffee

Coffees with colleagues



5

Hiring process tips

When your team reports stress, your business grows, or your customer satisfaction goes down the drain, you know it's time to hire new customer service representatives. Follow the next 5 steps to make the hiring process smooth sailing.

1

Decide on the level of experience your ideal candidate has .

- Do you need a junior, medior, or senior?

2

Create a job description

- Use the copy-paste outline

- Add industry-specific information

- Write down what you have to offer, it has to be win-win!

3

Get your vacancies out into the world

- Distribute them on online platforms

4

Make a shortlist of candidates

- Decide on your must-haves and nice-to-haves

5

Conduct interviews

- Ask specific questions to find out if it's a match

6

Let candidates do a case

- Ask your top candidates to make an assessment to see how they work

7

Let your team decide with you

- Include your team in the hiring process

6 Asking the right questions

When conducting an interview, it's essential to ask the right questions. Find out the intrinsic motivation of the candidate, search for examples of their experience, and ask how good of a teammate they are.

Need some help? Keep this list of light, medium, and hard questions with you.

Light questions

- Why do you want to work in customer service?
- What is your experience with customer service?
- What would be an unforgettable customer experience?
- What is your worst customer experience?
- What do you know about our product or service?
- Why do you want to work here?

Medium questions

- How would you handle an unreasonable customer?
- What makes you a good teammate?
- What are you an expert in?
- How well do you work under pressure?
- How do you prioritise customer questions?

Hard questions

- What skills will help you excel in this role?
- How do you handle negative feedback from a colleague?
- How do you handle negative feedback from a customer?
- Can you give an example of a situation where didn't have all the facts, but the customer demanded a solution right now?
- Can you give an example of coaching an inefficient colleague?



Start delivering unforgettable customer service

You've started to create your service dream team. And after that? It's time to give your team the platform they've always wanted. Trengo is the customer communication platform that centralises all your customer communication, and helps your team automate repetitive tasks. With Trengo, all your customer communication is in one view. It almost sounds too good to be true, right? Luckily it's not. We've helped over 3k companies create unforgettable customer experiences in the last seven years.

[Would you like to meet up?
Our team is always happy to help.](#)





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