

Customer service representative job description

Updated October 17, 2026. Written and reviewed by the HRTally Research Team. Replace everything in [brackets].

Details

- Department: [Department]
- Reports to: [Manager title]
- Location: [City, State, or remote]
- Employment type: [Full-time, part-time, or seasonal]
- FLSA status: Nonexempt
- Pay range: [\$X to \$Y per hour]

About [Company]

[Two or three sentences about what your company does, who it serves, and why people like working here.]

Job summary

We're hiring a customer service representative to help our customers by [phone, chat, and email], solve their problems the first time, and leave them glad they reached out.

What you'll do

- Respond to customer calls, chats, and emails within service level targets.
- Answer questions about products, orders, billing, and accounts.
- Troubleshoot problems and resolve issues on first contact when possible.
- Process orders, returns, refunds, and account changes.
- Document every interaction accurately in the [CRM or helpdesk].
- Escalate complex cases to the right team and follow up with the customer.
- Share recurring customer feedback with the product and operations teams.
- Meet quality, satisfaction, and productivity goals.

What you'll need

- High school diploma or equivalent.
- Clear, friendly written and verbal communication.
- Comfort using several computer applications at once.
- Typing speed suitable for live chat.

Nice to have

- One year of customer service or call center experience.
- Experience with [Zendesk, Salesforce, or another helpdesk tool].
- Bilingual skills.

Skills

Empathy, Active listening, Problem solving, Patience, Clear writing, Product knowledge.

Physical demands and work environment

Contact center or remote home office. Seated computer and headset work, with scheduled breaks.

Pay and benefits

[\$X to \$Y per hour], based on experience and location. [List benefits, such as health insurance, retirement plan match, paid time off, and training.]

Equal opportunity

[Company] is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other status protected by law. If you need a reasonable accommodation to apply or interview, contact [name] at [email or phone].

Hiring notes for HR and the hiring manager

Pay data

- Median hourly wage: \$21.53 (BLS OEWS, May 2025, SOC 43-4051, Customer service representatives).
- Median annual equivalent: \$44,780 (hourly median x 2,080 hours).
- Mean annual wage: \$46,590.
- Check state and metro data at bls.gov/oes before setting your range, and include the range in postings where the law requires it.

Exempt status and legal notes

FLSA status: Nonexempt (overtime eligible). Duties and pay decide overtime eligibility, not the job title.

Customer service representatives are nonexempt. Time spent starting up computers and logging into required systems before a shift is generally compensable work time, a point the DOL has emphasized in call center guidance. Remote agents must be paid for all time worked, so track logins and make sure they're not working off the clock. Some states also require reimbursement of home office expenses for remote workers, including California and Illinois.

How to customize it

- List the channels: phone, chat, email, or social.
- Say whether the role is remote and what equipment you provide.
- Explain how performance is measured.
- Describe training length and schedule.

Interview questions

1. Tell me about a customer you couldn't satisfy. What did you learn?
2. How would you explain a refund denial without losing the customer?
3. How do you stay calm with a caller who's yelling?
4. What would you do if you didn't know the answer to a question?

Before you post

- Separate required from preferred. Required means you won't hire without it. Everything else is preferred. Long required lists screen out qualified people.
- Describe physical demands and environment. Lifting, standing, shifts, travel, noise, temperature. This sets honest expectations and supports an ADA essential functions record.

- State the pay range. Required in a growing list of states and cities, and expected by candidates everywhere else.
- Say exempt or nonexempt. Decide based on duties and salary before you post, and keep the classification consistent with how you pay.
- Name required licenses and checks. Licenses, certifications, background checks, drug tests, and driving record reviews, with the timing of each.
- Add the accommodation and EEO statement. Tell candidates how to request a reasonable accommodation, and include your equal opportunity statement.

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