

For information on becoming a *Customer Service Representative* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

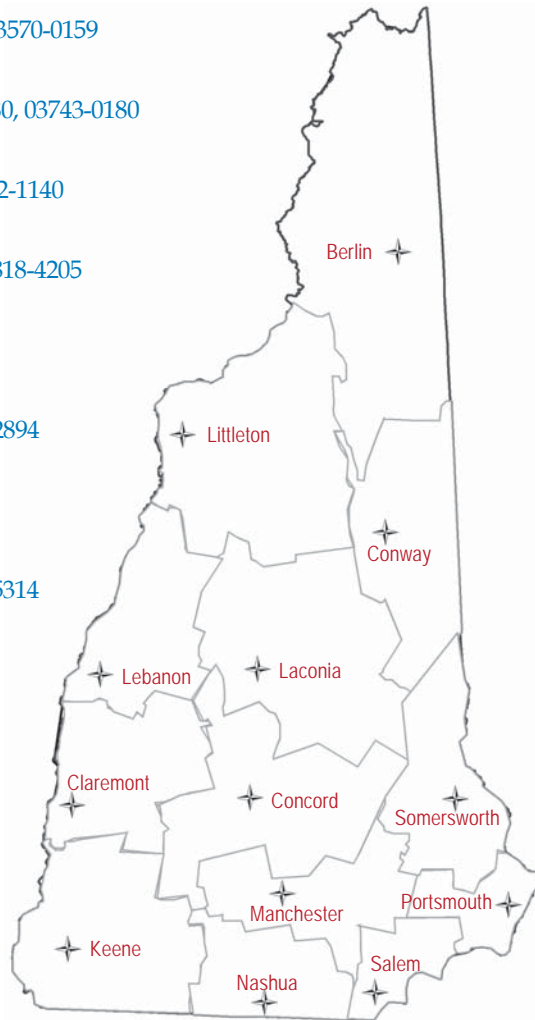
2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



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For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

So, you want to be a ...



Customer Service Representative Business, Management, & Administration

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage

\$15.37

Expected 10 year Growth

28%

Average Annual Openings

488

Training/Education Needed

Moderate On-the-Job Training

High school diploma is most common requirement although college can sometimes be preferred

Basic Skills

Reading, listening, writing, speaking, clerical, math

Job Skills

Active listening, speaking, writing, speaking, critical thinking, judgement and decision making, instructing, active learning, service orientation, negotiation, complex problem solving, coordination, monitoring, social perceptiveness, math, reading comprehension

So, you want to be a ...



Customer Service Representative

Projected to be among the occupation with the most openings (New Hampshire Occupational Projections, 2006-2016)

Tasks

Source: O*Net Online

1. Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
2. Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
3. Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
4. Check to ensure that appropriate changes were made to resolve customers' problems.
5. Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
6. Refer unresolved customer grievances to designated departments for further investigation.
7. Determine charges for services requested, collect deposits or payments, or arrange for billing.
8. Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
9. Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
10. Solicit sale of new or additional services or products.

Interests (Holland Code)

ESC

(Enterprising, Social, Conventional)

Career Cluster

Business, Management and Administration

Working Conditions

Pleasant and comfortable clean, well lit offices. For virtually all types of customer service representatives, dealing with difficult or irate customers can be a trying task; however, the ability to resolve customers' problems has the potential to be very rewarding.

Average Work Week

40 hours

(Some may work days, evenings and weekends. Some call centers can be open 24 hours/day)

Sources of Additional Information

NH Employment Security (Contact office nearest you or go online to www.nh.gov/nhes)

American Management Association
1601 Broadway
New York, NY 10019
www.amanet.org