

GREEN JOB FACT SHEET

CUSTOMER SERVICE REPRESENTATIVE

Customer service representatives provide a variety of customer service, support, and technical guidance to internal and external customers. Responsibilities may include solving problems, processing orders, and building customer relationships.

THE BIG PICTURE

Customer service representatives serve as the link between the customer and the design, sales, and production teams. They work to:

- Solve problems
- Process orders
- Build customer relationships and initiatives



IS THIS CAREER RIGHT FOR YOU?

DO YOU HAVE STRONG COMMUNICATION SKILLS? ARE YOU DETAIL-ORIENTED? DO YOU LIKE TO LISTEN TO PEOPLE'S NEEDS AND HELP THEM FIND SOLUTIONS? DO YOU LIKE WORKING AT A COMPUTER?

- Active listening enables customer service representatives to deliver world-class customer experiences.
- Customer service representatives communicate with multiple audiences, including customers, in person and over the phone.
- A proven track record of critical thinking and problem-solving skills is important for customer service representatives. They provide solutions for customers, resolve order discrepancies, and work in a deadline-oriented environment.
- Customer service representatives have a strong working knowledge of computer systems, including experience with Microsoft Word, Excel, and Outlook.

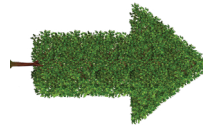
SALARY

The U.S. average starting annual salary is \$48,299 or \$23.22/hour and the U.S. median annual salary is \$55,000 or \$26.44/hour.

FUTURE HIRING DEMAND

Over the next decade, about 365,300 customer service representative openings are projected each year, on average. All those openings are expected to result from the need to replace workers who transfer to other occupations or retire from the labor force.

MOVING FORWARD



Aspiring customer service representatives should:

- Earn a high school diploma or GED.
- Know this: an increasing number of employers require an associate's or bachelor's degree.



CONSIDER A #CAREERINCORRUGATED

The forest products industry is a major contributor to the national economy, representing approximately 5% of U.S. manufacturing GDP.

For more about green jobs, visit
www.plt.org/workingforforests