

Other Customer and Information Services Representatives

Description

This unit group includes customer and information services representatives who answer enquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services. They are employed by retail establishments, contact centres, insurance, telecommunications and utility companies and other establishments throughout the private and public sectors.

Duties:

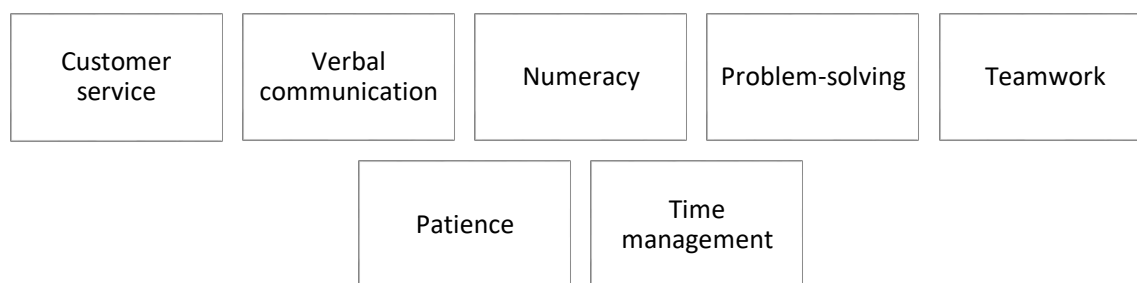
- Customer service representatives in retail establishments:
 - Answer, in person or on the phone, enquiries from customers
 - Investigate complaints regarding the establishment's goods, services and policies
 - Arrange for refunds, exchange and credit for returned merchandise
 - Receive account payments
 - Receive credit and employment applications.
- Contact centre agents:
 - Take customer orders for goods or services
 - Promote goods or services
 - Respond to enquiries and emergencies
 - Investigate complaints and update accounts.
- Customer service representatives in insurance, telecommunication, utility and similar companies:
 - Explain the type and cost of services offered
 - Order services
 - Provide information about claims or accounts
 - Update accounts, initiate billing and process claim payments, and receive payment for services.
- Information services representatives:
 - Provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to telephone and in-person enquiries.

Other titles:

- contact centre agent – customer service
- accounts information clerk
- public relations clerk
- complaints clerk – customer service
- information clerk – customer service
- courtesy desk clerk
- order desk agent
- enquiries clerk
- tourist information clerk
- lost-and-found clerk
- bus information clerk

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Completion of secondary school is usually required

Post-secondary diploma/degree

- Completion of some college or other post-secondary program may be required

Certification

- Clerical or sales experience may be required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as other customer and information services representatives are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$31,463	\$33,371	\$30,151	\$30,284

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
2382 Building equipment contractors	60	70
3364 Aerospace product and parts manufacturing	20	30
4931 Warehousing and storage	20	35
5111 Newspaper, periodical, book and director publishers	25	50

NOC 6552

5171 Wired telecommunications carriers	150	505
5614 Business support services	915	1,035
9112 Other federal services	30	60
9120 Provincial and territorial public administration	80	120

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)