

Traditional job descriptions and specifications list the “typical” requirements for the role, including relevant work experience and the proper education.

It's important to note that traditional job descriptions can have limitations. They often prioritize work experience and educational background, which can exclude potential candidates who have acquired the necessary skills through alternative means. This means that you could be missing out on great candidates who don't fit the expected mold.

A skills-based job description, on the other hand, prioritizes skills over educational or work background. This approach helps broaden your talent pool and attract top talent that might otherwise be excluded. The goal of a skills-based job description is to highlight the specific skills and abilities required for the job, rather than focusing on degrees and years of experience.

This is a skills-based job posting example for a Customer Service Agent. It puts skills and capabilities front and center and does not include any unnecessary obstacles that could discourage excellent candidates from applying. Moreover, it is presented in an inclusive and welcoming way to all potential candidates. You can use this as a template: Select “File” and “Make a copy” and then edit the document to meet your needs.

SKILLS-BASED JOB POSTING: CUSTOMER SERVICE AGENT

Job title: Customer Service Agent

Company Overview *(Describe what makes your company unique and what it would be like to work for your company)*

Customer Service Agent job description *(Please describe why the role is being filled and how it fits into the organization and the team.)*

We are in search of a Customer Service Agent who is not just passionate about delivering exceptional customer service but is also skilled at resolving problems and building relationships. As the frontline of communication, you will be the first point of contact for our valued customers, both new and existing. Your role is crucial in maintaining customer satisfaction and loyalty, making every interaction an opportunity to reinforce our commitment to excellence.

Customer Service Agent job responsibilities

A brief overview of the key deliverables and day-to-day responsibilities of this role:

- **Customer Interaction:** Respond to incoming calls and online enquiries with the highest level of customer service, making every customer feel valued and heard.
- **Issue Resolution:** Efficiently resolve complaints and queries, aiming for first call resolution while identifying potential repeat call drivers to enhance service quality.
- **Performance Excellence:** Meet and exceed KPIs related to customer service excellence, retention, responsiveness, and call handling quality.

Required skills

- **Effective Communication:** Demonstrated ability to engage customers across various communication mediums with clarity and empathy.
- **Active Listening:** Employ active listening in every customer interaction to fully understand their needs and provide tailored solutions.
- **Problem-solving:** Analytical skills to diagnose issues quickly and propose effective solutions.
- **Conflict Resolution:** Proven ability to navigate conflicts, ensuring positive outcomes while maintaining a professional demeanor.
- **Diverse Customer Interaction:** Ability to connect with a wide-ranging customer base, providing personalized service that exceeds expectations.
- **Customer Service Excellence:** A commitment to delivering superior customer service in every interaction, fostering positive experiences and long-term loyalty.

Preferred certifications

- Client Service Specialist Certification (CCSS)
- HDI Customer Service Representative (HDI-CSR)

Certifications are preferred but not mandatory.