

# BUSINESS AND INDUSTRY MARKETING

## CUSTOMER SERVICE REPRESENTATIVES

### ANNUAL WAGES

ENTRY: \$30,200  
MEDIAN: \$39,900  
HIGH: \$47,600

### HOURLY WAGES

ENTRY: \$14.52  
MEDIAN: \$19.20  
HIGH: \$22.90

### EDUCATION AT ENTRY LEVEL

HIGH SCHOOL DIPLOMA

THE AUSTIN MSA PROJECTS TO NEED OVER **46,788** CUSTOMER SERVICE REPS BY 2031. WILL YOU BE ONE?

### JOB DUTIES

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, record details of inquiries, complaints, comments, actions taken.

### YOU WILL THRIVE IN THIS POSITION IF...

- You like interacting with people.
- You are detail oriented.
- You have a high stress tolerance and like to problem solve.
- You are dependable.
- You have integrity.
- You are adaptable/flexible.
- You can cooperate on a team.



**SCAN TO WATCH A VIDEO ABOUT THIS CAREER PATHWAY**



Data Sources  
SOC: 43-4051  
O'Net, JobsEq, 2022  
Career OneStop

Prepared by Workforce Solutions Capital Area

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# CUSTOMER SERVICE REPRESENTATIVES

## HOW TO GET STARTED IN THIS CAREER PATHWAY



Take public speaking classes while in school



Participate in a debate or public speaking club

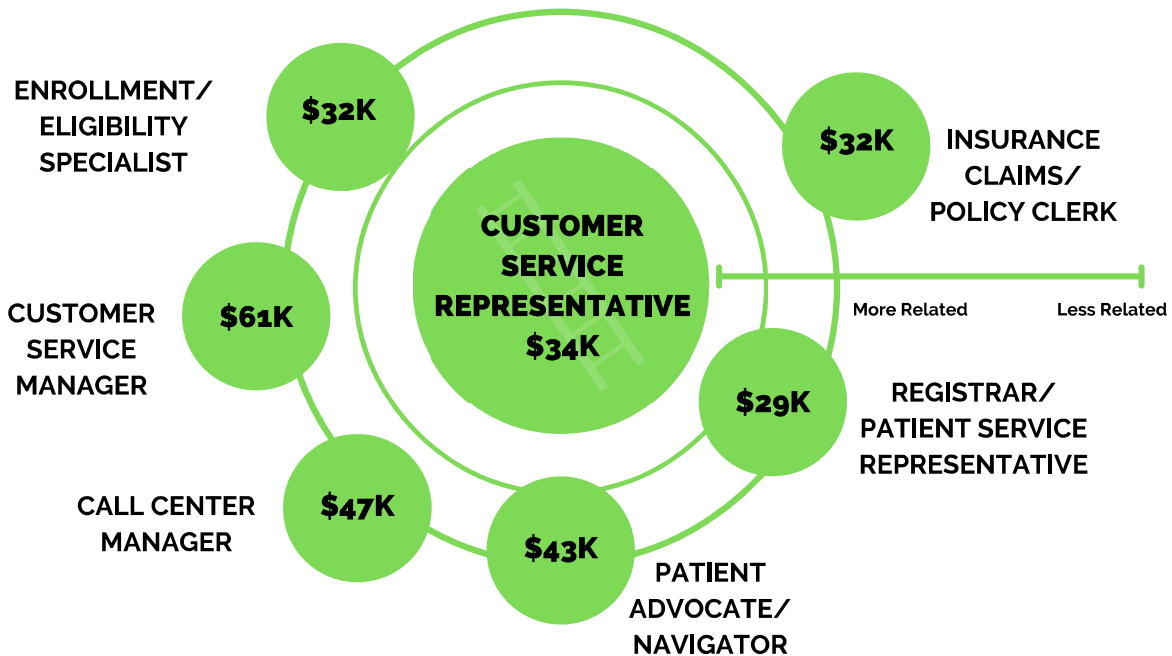


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Complete a personality test or explore more high-demand careers. Scan the code to get started!

## RELATED JOBS WITH MEDIAN SALARY



## WHAT IS SOMETHING NEW YOU LEARNED ABOUT THIS CAREER?

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