



# Customer Service Representative

A Customer Service Representative is a relationship or administrative role that ensures client needs are met and sales targets achieved.



Inspiring Minds to Grow


Funded by the Department of Commerce and Economic Opportunity


# career profile

Name: Eva Lewis  
Job Title: Customer Service Representative

Employer: Tractor Supply Company


Education: AAS, Wade College: Dallas, Texas

 In high school we learned about different types of intelligence. I rated fairly high in terms of interpersonal intelligence, which is the ability to understand the intentions, motivations, and desires of other people. In class, we identified careers for which we might be well-suited. One career for me was customer service representative. I looked into it and found that if I earned an associate's degree, it would help my chances in getting a good job. So, I attended my local community college and studied business.

 In my work, I interact with customers on behalf of the company. I make a point to be prompt in providing information about products and services and in processing of customer correspondence, requests, and orders. I make

follow-up contacts and handle complaints and service inquiries.

I arrange deliveries according to company policies. I update customer accounts and record details of customer contacts and actions taken. When needed, I research answers to questions. Sometimes I refer customers to supervisors, managers, or others who can help.

 My friends sometimes ask if I get tired of dealing with customers all the time, and I tell them "no". I enjoy interacting with people. I'm good at this type of work, and it's something I like, which is great.



# Customer Service Representative

## overview



A **customer service representative** ensures client needs are met and sales targets are achieved.

## suggested high school courses



[agriculture business](#), mathematics, and communications

## experience needed



Find employment in the retail sector working with customers. Plan and implement a related Supervised Agricultural Experience (SAE) Program.

## degree(s) required



A high school diploma is required, but an associate's degree in business or a related field is preferred.

## potential employers



animal health, chemical, or equipment companies; co-ops; financial services; food or seed production companies; retail businesses

## salary range



\$24,909 to \$37,901

## employment outlook and trends



The outlook for customer service representatives is **good**.

## professional organizations



National Agri-Marketing Association [www.nama.org/index.html](http://www.nama.org/index.html)  
Agriculture Council of America [www.agday.org/contact/index.php](http://www.agday.org/contact/index.php)  
The Agribusiness Council [www.agribusinesscouncil.org/](http://www.agribusinesscouncil.org/)



## Want to Learn More?

[www.agcareers.com](http://www.agcareers.com)

[www.illinoisworknet.com/vos\\_portal/industry/en/Home](http://www.illinoisworknet.com/vos_portal/industry/en/Home)

[www.mycaert.com/career-profiles](http://www.mycaert.com/career-profiles)

[www.ffa.org/documents/prof\\_handbook\\_introduction.pdf](http://www.ffa.org/documents/prof_handbook_introduction.pdf)

[www3.ag.purdue.edu/USDA/employment/Pages/default.aspx](http://www3.ag.purdue.edu/USDA/employment/Pages/default.aspx)

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