



# OTHER CUSTOMER SERVICE REPRESENTATIVES

NOC 64409: OTHER CUSTOMER AND INFORMATION SERVICES REPRESENTATIVES

Answer enquiries and provide information about an establishment's goods, services and policies. They may receive customer payments, process requests and provide related services.



## 3-YEAR OUTLOOK



## 3-YEAR JOB OPENINGS

633

## MEDIAN HOURLY WAGE

\$19.60

\$15.65 \$30.55  
LOW HIGH

## TYPICALLY REQUIRED



High school / on-the-job  
training

## EMPLOYED

8,191

## AVERAGE SALARY

\$42,400

The information presented is based on data for New Brunswick. To learn more about the data provided, visit [www.nbjobs.ca/occupations](http://www.nbjobs.ca/occupations).



## EMPLOYMENT BY INDUSTRY

<b>35.8%</b>	Administrative and support, waste management and remediation services
<b>11.5%</b>	Public administration
<b>10.7%</b>	Retail trade
<b>42.0%</b>	All Other Industries



## EMPLOYMENT BY AGE

<b>14.8%</b>	15-24
<b>25.0%</b>	25-34
<b>22.4%</b>	35-44
<b>20.2%</b>	45-54
<b>14.4%</b>	55-64
<b>3.1%</b>	65+

## ALSO KNOWN AS

- Accounts Information Clerk
- Bus Information Clerk
- Complaints Clerk - Customer Service
- Contact Centre Agent - Customer Service
- Courtesy Desk Clerk
- Customer Service Representative - Call Centre

## MAIN DUTIES:

This group performs some or all of the following duties:

- 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
- Take customer orders for goods or services
- Promote goods or services.

