

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



Limited

3-YEAR JOB OPENINGS

986

MEDIAN HOURLY WAGE

$21.44

$15.90 LOW — $31.50 HIGH

TYPICALLY REQUIRED



High school / on-the-job training

EMPLOYED

8,307

AVERAGE SALARY

$42,400



EMPLOYMENT BY INDUSTRY

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



EMPLOYMENT BY AGE

14.8%	15-24
25.0%	25-34
22.4%	35-44
20.2%	45-54
14.4%	55-64
3.1%	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.

