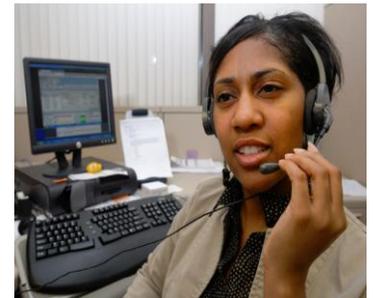




Customer Service Representatives

What do they do?

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



What qualifications do they need?

Typically, customer service representatives may need previous customer service-related skills, knowledge, and/or experience. In addition, it may help to have a high school diploma.

Wages and Job Growth

	NYC JOBS IN 2008	EXPECTED GROWTH TO 2018	AVERAGE OPENINGS PER YEAR
Customer Service Representatives	61,920	4%	2,190
All NYC Occupations	3,586,410	1%	238

	ENTRY LEVEL	MID-LEVEL	EXPERIENCED
Hourly Wage	\$11.75	\$17.48	\$22.23
Annual FT Equivalent	\$24,440	\$36,360	\$46,230

SOURCE | NYCLMIS analysis of New York State Department of Labor, Occupation Employment Statistics.

■ Better than average
 ■ About average
 ■ Worse than average

Where would I go to get training?

Certified training providers in New York City include: Focus Career Group, ACCESS CAREERS, Bustelo Institute, PRO DATA Inc. International Development Institute, New Technologies Information Institute, and Cambridge Business Institute
For more information, see www.nyc.gov/trainingguide.

What kinds of companies do they work for?

Insurance companies, investment banks, commercial banks, grocery stores, corporate headquarters, and phone companies.

Who are some of the largest employers in New York City?

- **Bronx.** Cablevision, HW Wilson Co, Old Navy, Omni Food Sales Inc., Pathmark, Best Buy, Stop & Shop Supermarket
- **Brooklyn.** National Grid, Rainbow USA Inc, Acme Architectural Products, BJ'S Wholesale Club, Costco, Shop Rite Supermarket
- **Manhattan.** Time Inc., Time Warner cable Inc, McGraw-Hill Co Inc, Consolidated Edison Co-NY Inc, Ralph Lauren
- **Queens.** Fresh Direct Inc, J & R Music World, TVR Communications Tchncl, World Journal, A Advanced Satellite TV
- **Staten Island.** Advance Publications Inc., Waldbaum's, King Kullen Grocery, Hollister Co, New York & Co

SOURCE | New York State Department of Labor.

What job titles might employers use in help-wanted ads?

Account Manager, Client Services Representative, Account Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative.