

Job Description Template for

CUSTOMER SERVICE

Job Title: Customer Service

Industry: [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

Location: [Insert Location]

Salary Range: [Insert Salary]

Department: [Insert Department]

Work Hour Allocation: [Insert Details]

POSITION OVERVIEW

As a Customer Service Executive, you will be the front-line liaison between the organization and its customers. Your primary responsibility is to resolve customer queries, offer product/service support, and maintain high levels of customer satisfaction. This role requires excellent communication, empathy, and problem-solving skills.

ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights] [Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

Level of Experience / Expertise Requirements

Entry Level (0–2 years): Basic customer interaction handling, issue documentation, and feedback collection.

Mid-Level (3–5 years): Complex query resolution, CRM management, and support team guidance.

Senior Level (6+ years): Leadership in customer success initiatives, conflict resolution strategies, and process improvements.

Read JD Tips

Interview QnA

Test Tools

Read JD Tips

Interview QnA

Test to Hire

JOB PROFILE SPECIFIC QUALIFICATION

(Add more if required)

- Bachelor's degree in any discipline (preferred in Communication, Business, or related field)
- Certification in customer support tools or CRM is a plus
- Strong verbal and written communication in [Insert Language Requirements if any]

ROLES AND RESPONSIBILITIES

(Use as per level of expertise you require)

- Respond to inbound customer calls and emails (Entry Level)
- Log service requests and update customer profiles (Entry Level)
- Resolve customer issues with prompt follow-up (Mid-Level)
- Monitor service quality and escalate complex concerns (Mid-Level)
- Collaborate with departments for quick resolution (Mid-Level)
- Train support staff and document service protocols (Senior Level)
- Analyze feedback and improve customer journey (Senior Level)
- Represent customer service in cross-functional projects (Senior Level)

Skills Required (Technical + Behavioral):

- Proficiency in CRM systems (e.g., Salesforce, Zendesk)
- Strong empathy and active listening
- Conflict resolution and de-escalation techniques
- Time management and multitasking ability
- Strong written and verbal communication
- Patience, adaptability, and a customer-first mindset

Read JD Tips

Interview QnA

Test Tools

ABOUT PMAPS

PMaps is India's leading visual-based talent assessment platform, offering 500+ job-specific psychometric assessments, AI-powered interview tools, and seamless integrations with leading ATS and LMS systems. Trusted by top organizations, we help you hire smarter, reduce hiring time by up to 75%, and cut hiring costs by up to 65%.

For more details or for tailored solutions, Call +91 8591320212, Email – assessment@pmaps.in, or [Book a demo](#) for a quick view of our solution.