



Customer Service Representatives

**NEXT
STEPS**
IDAHO

What Is It?

Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May handle and resolve general complaints. Excludes individuals whose duties are primarily installation, sales, repair, and technical support.

What Do They Typically Do?

- Communicating with Supervisors, Peers, or Subordinates
- Working with Computers
- Communicating with People Outside the Organization

Annual Income:

- Entry Level: \$23,560
- Typical: \$33,930
- Experienced: \$42,490

Major Employers:

Retail Trade, Finance and Insurance, Administrative and Support Services

What do I do next?

Learn about the job culture:

- Schedule at least one informational interview
- Conduct a job shadow, if possible
- Research available volunteer or intern opportunities

Prepare for training:

- Visit and call trade schools or colleges that offer a related program
- Research regional job openings at: idahoworks.gov

Explore all pathways to certification:

labor.idaho.gov/jobscape

Talk to your school counselor or advisor for more information

Get started today!

Ask about the career & technical programs at your school or nearby technical college.

Check out Idaho Digital Learning Academy for online opportunities: idahodigitallearning.org

For tips, tools, and resources to learn how your skills and interests can translate to a rewarding career, visit the Next Steps Idaho website.

www.NextSteps.Idaho.gov



Data provided by O*NET National Resource Center, onetcenter.org and Idaho Department of Labor

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