

## ON THE ROAD AS A CUSTOMER SERVICE REPRESENTATIVE

Linda [REDACTED]

On the road as a Customer Service Representative with Kelly Services is a position that holds some of my fondest memories. The frequent contact with the people that up until that time I had only spoken to over the telephone was an experience that left me truly motivated to excel in my career.

I quickly developed a rapport with the customer to set a friendly tone at each meeting; a skill that I'd polished during my time as a Customer Service Representative in the insurance industry. The task of extracting all necessary details while still maintaining a good flow of conversation through our appointment time became finely honed.

Good organizational skills were learned as I scheduled multiple appointments on a daily basis, based on forecasting time required for the customer and the distance required to travel to their location. Accurate record taking of our meeting so that details of their needs could be passed on to the inside office *staff* was essential. It was exciting to be part of a team that could see the growth of the branch occurring on a daily basis as we counted the "hours" of temporary *staff* we had out on assignments.

Following up on a customer's specific requests were an area in which I took great pride and continue to do so. "The customer comes first" is a motto on which I have been raised.

It wasn't all smooth going. My previous experience in the life insurance industry taught me the importance of details in contracts being explained correctly to clients. In that position I was responsible for looking after clients whose sales representatives had left them "orphaned", and often they were under a different impression as to what was actually laid out in the "fine print".

These uncomfortable experiences helped me through the rough spots with Kelly Services, in which I would have to go in to meet with customers to satisfy our "satisfaction guaranteed" policy. Good listening skills were essential. Looking back it was nice to see how a grizzly bear of a customer could be calmed down, by allowing them to vent a lot and a good refund or promise of temporary *staff*; on a no charge basis to help clean up some bad filing.

Experience with provincial government's procedures assisted me to get a handle on the necessity of their processes and the time required to attain a contract. With a little fine tuning of our projected sales forecasts, based on the decision

period they required to reach an agreement on a contract, and we were able to meet our projected sales targets.

All of this offered up a wonderful experience. One in which I was further motivated to succeed by the positive feedback from upper management and ultimately the grand goal of an offer of a position as Branch Manager for a newly opening location. These skills and experiences have carried me through many other industries and types of positions, yet I still look back on my position on the road as one of the highlights of my career.