

# Customer Service Representative Guide

PSP Metrics uses a whole-person approach to identify candidates who will be successful Customer Service Representatives, across critical roles and industries.

## Manufacturing

- Customer Service Assistant
- Manufacturing Customer Service Representative
- Customer Service Technician

## Construction

- Client Support Specialist
- Customer Service Associate
- Field Customer Care Specialist

## Energy & Utilities

- Utility Customer Service Representative
- Customer Energy Consultant
- Customer Experience Specialist

The candidate experience begins with a short job preview to help candidates decide if the role fits what they're looking for and help you avoid costly, early turnover.

### Responsibilities

- Help customers with questions or problems.
- Stay calm and professional, even when customers are upset.
- Follow company policies when finding solutions.
- Keep accurate record of each interaction.

### Challenges

- Handling back-to-back inquiries.
- Dealing with frustrated or emotional customers.
- Adapting to frequent changes in procedures or systems.
- Staying focused during repetitive tasks.

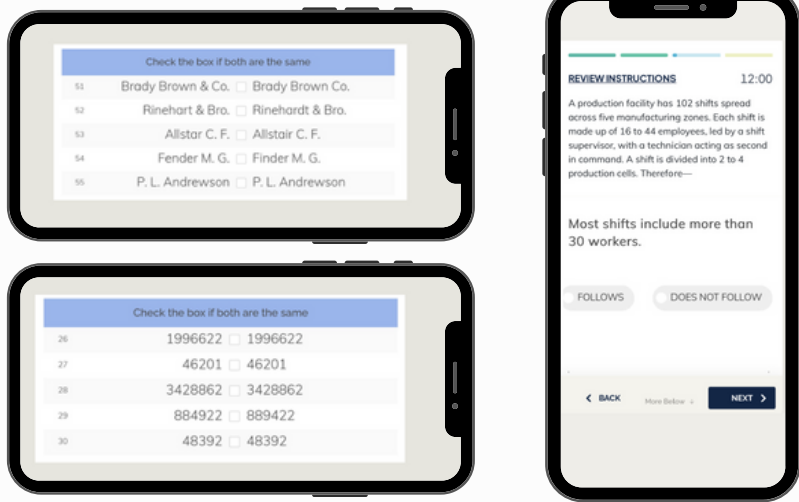
### Rewards

- Helping people and making their day better.
- Learning problem-solving skills.
- Being part of a supportive team.



# Customer Service Representative: Candidate Experience

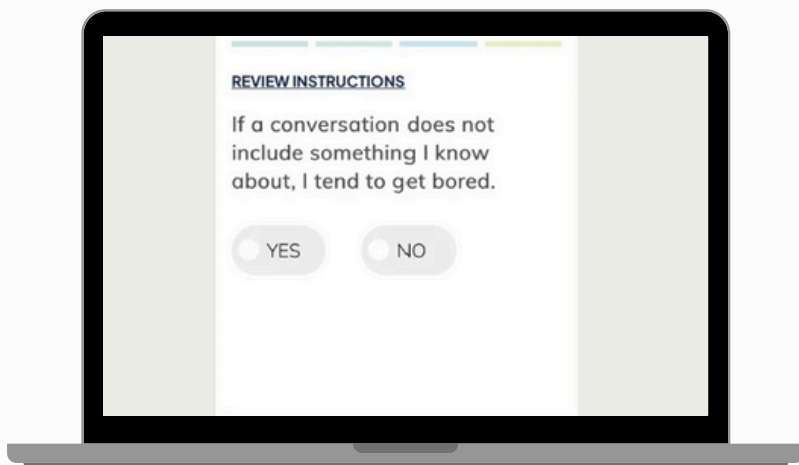
## Work Knowledge, Skills, & Abilities



**Logical Reasoning:** Analyzing information to identify patterns and draw conclusions.

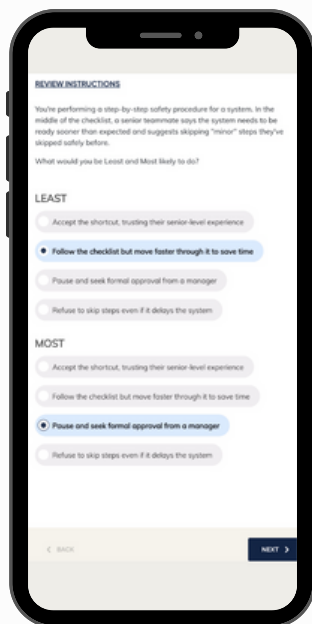
**Attention to Detail:** Accurately identify errors, inconsistencies, or subtle differences in information.

## Work Behaviors



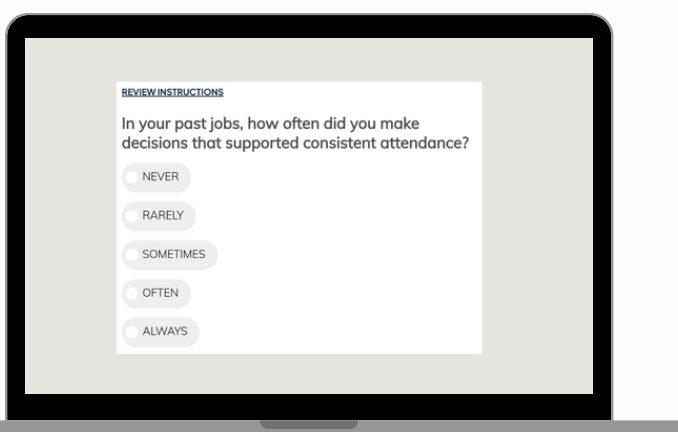
**Core Behavioral Tendencies:** Resilience, Cooperation, Analytical Orientation, Positive Attitude, Energy, Discipline, Assertiveness, Sociability, and Frustration Tolerance.

## Work Situations



**Situational Judgment:** Evaluating challenging scenarios involving Customer Service, Problem Solving, and Adaptability.

## Work History

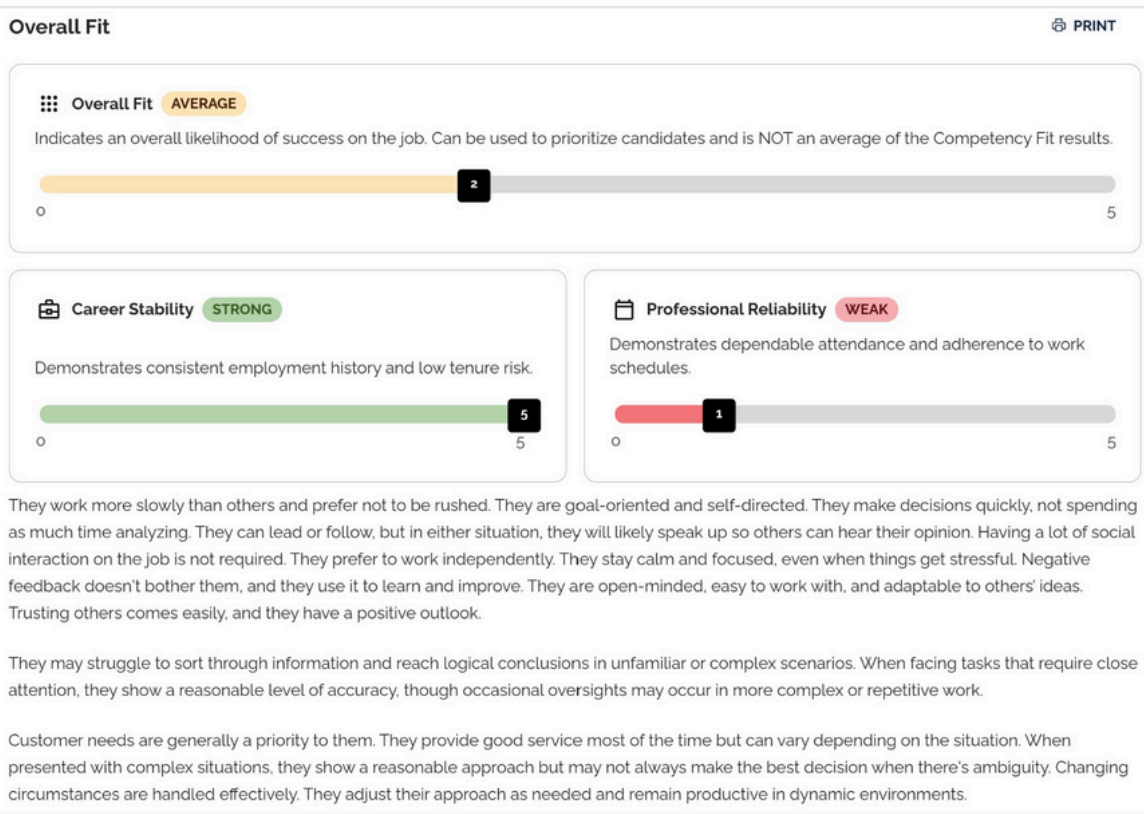


**Past Performance:** Demonstrated history of strong job performance.

**Professional Reliability:** Dependable attendance and schedule adherence.

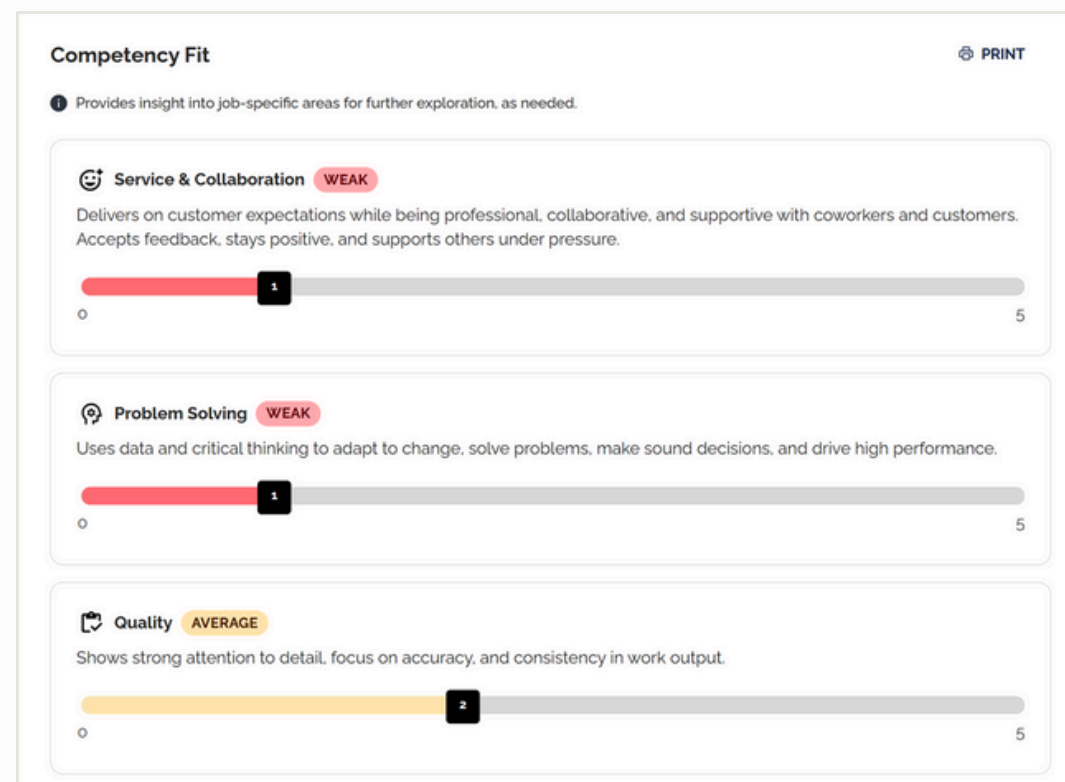
**Career Stability:** Consistent employment with low tenure risk.

# Customer Service Representative: Deep Talent Insights



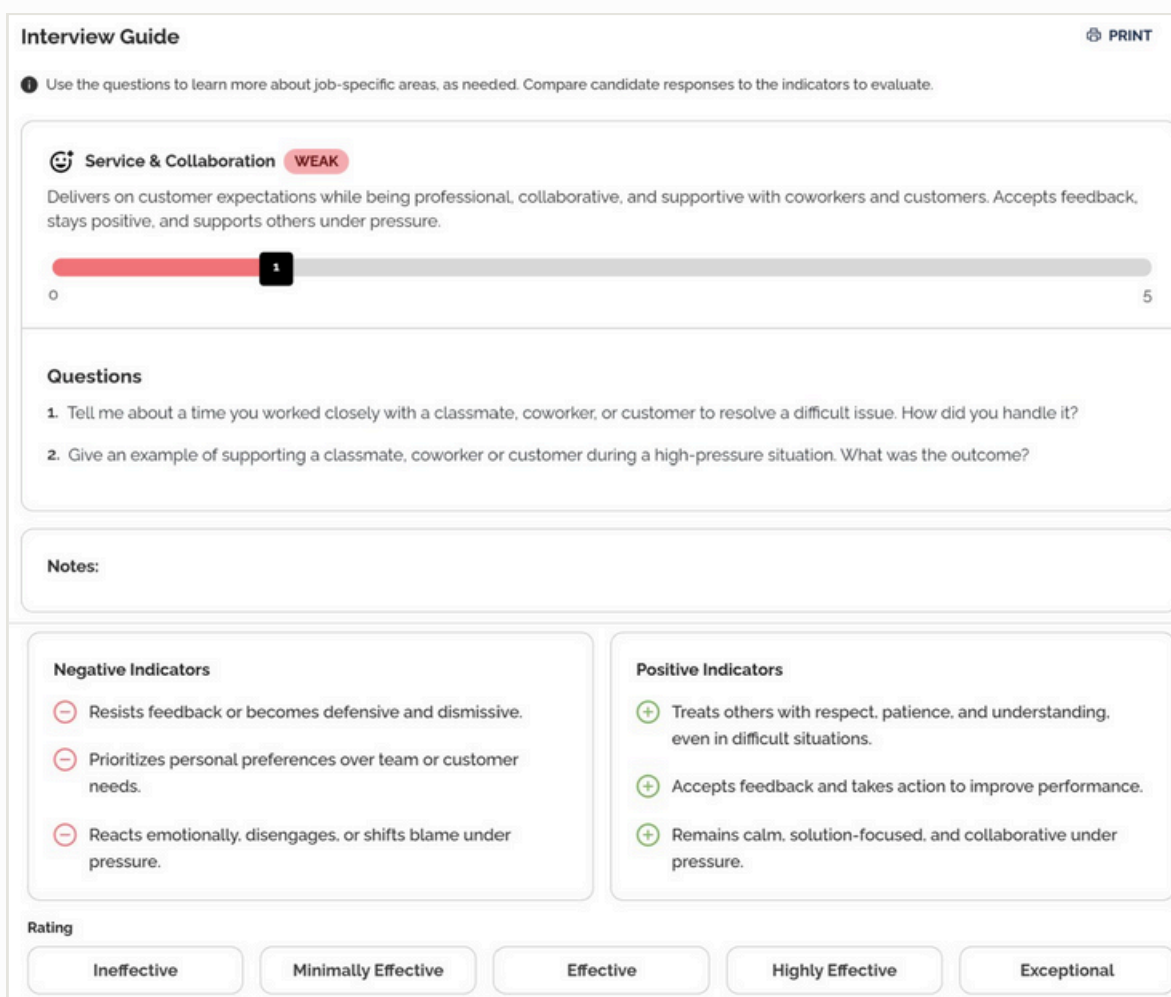
Roll-up scores help you quickly identify candidates with a higher likelihood to succeed.

Competency insights on job-specific areas to understand candidate strengths and opportunity areas to probe.



Job-related interview questions to learn more about specific competencies.

Candidate responses are compared to indicators, allowing you to make consistent, objective ratings, across candidates.



# Customer Service Representative: Workforce Upskilling

Drive targeted upskilling and professional development for your new hires or existing workforce. Results provide actionable feedback for leveraging strengths and improving opportunity areas.

## Development Insights

PRINT

Based on the assessment, results are categorized along with tips for leveraging strengths and improving in opportunity areas.

### Work Behaviors

#### Energy **DEVELOPING STRENGTH**

Likes to have breaks in the action. Gets things done but doesn't feel the need to be constantly working at a fast pace.

##### Tips:

- **Keep Tasks Visible:** Write down or keep a mental list of your top 3-5 tasks for the day/shift. Checking them off as you go keeps you focused and motivated, especially during busy periods.
- **Find Your Flow:** When possible, group smaller tasks together to maintain focus and rhythm. Using natural pauses in the workday to reset your attention can help you stay steady and productive.

#### Discipline **TOP STRENGTH**

Values quality of work. Goal-oriented, self-directed, conscientious, and structured.

##### Tips:

- **Focus on What Matters Most:** Spend effort on the tasks that make a big difference. Ask yourself: "Is this the most important thing right now?" This helps you use your attention where it counts.
- **Own Process Improvements:** Spot inefficiencies in processes and suggest better ways of doing things. This turns your careful approach into a strength that benefits the organization.

### Work Knowledge, Skills, & Abilities

#### Logical Reasoning **DEVELOPING STRENGTH**

Usually identifies the key details and makes reasonable conclusions, though consistency can vary.

##### Tips:

- **Use the What's Missing Technique:** When reviewing information, ask: "What's missing?" This helps uncover gaps and improve conclusions.
- **Practice Pattern Recognition:** Look for patterns in problems, equipment behavior, or process issues. Noticing repeated issues or trends helps you make smarter decisions and predict outcomes more accurately.

#### Attention to Detail **OPPORTUNITY**

When facing tasks that require close attention, is less likely to be focused on detail, which can impact the quality of work.

##### Tips:

- **Highlight Key Information:** Underline or mark important numbers, facts, or steps when reading work documentation. This keeps your focus on what matters most and helps prevent oversights.
- **Ask for Feedback:** Invite a coworker or manager to review your work and point out any missed details. Learning what to watch for helps you sharpen your focus over time.

### Work Situations

#### Service **TOP STRENGTH**

Customer needs are a top priority. Stays professional and handles issues with care.

##### Tips:

- **Anticipate Needs:** Look for patterns in requests or challenges your team or customers face, and offer solutions before they ask. This shows initiative and builds trust in your reliability.
- **Align Service with Business Goals:** Make sure your helpfulness is driving results. Ask yourself, "How does this support our team's priorities or the company's mission?" and adjust your efforts accordingly.