



## Derek Price - 30

“Jobs for call center reps are huge right now! I got laid off during COVID and found what I thought was a temporary job with a call center. With a little training from the company, I could work from home and build experience in the field.

I currently work in a call center for a major US airline, and I have the opportunity to help people get their travel arrangements worked out. It can get tense sometimes with certain customers, but if you have patience and empathy for their situation, you can usually find a solution that works for them. I like the flexibility that provides me as well as being able to take different shifts rather than always 9 to 5.”

### Occupation:

Customer Service Representative

### Salary:

\$38,081

### Education:

High School Diploma or Equivalent

### Job Description:

**Customer Service Representatives** 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.\*



\*Source: This information is based on O\*NET™ data. O\*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

## Job Description:

SOC Code: 43-4051

## Top Job Skills:

- Customer service
- Typing
- Good computer skills
- Inventory Control
- Mathematical Skills

## General Work Activities:

- Mental Processes
  - Calculate costs of goods or services
  - Verify accuracy of financial or transactional data
- Interacting With Others
  - Discuss goods or services information with customers or patrons
  - Respond to customer problems or complaints
  - Execute sales or other financial transactions
  - Collect deposits, payments or fees
  - Refer customers to appropriate personnel
  - Promote products, services, or programs
  - Process customer bills or payments
  - Coordinate operational activities
- Work Output
  - Prepare documentation for contracts, transactions, or regulatory compliance

Source: SC Works Online Services (SCWOS)

## LEARN MORE WITH SCWOS:

**SC Works Online Services (SCWOS)** is the state's largest job database and provides all of South Carolina's job postings from all major sites, including Monster and Career Builder, in one resource. SCWOS has thousands of positions listed by employers all over the state. To access SCWOS, visit [jobs.scworks.org](https://jobs.scworks.org).

Find in-depth breakdowns of occupational statistics such as necessary job certifications, job skills and abilities, current job openings, overview of general work activities, and more by visiting [O\\*NET.org](https://www.o*net.org).

## JOB STATISTICS:



### Typical Wage Range

\$30,340 - \$44,780



### Projected Growth

8,176/yr Job Openings



### Employed In-State

56,350



### Required Education

High School Diploma  
or Equivalent



### Work Experience

Typically  
Requires None



### On-the-Job Training

Short-Term  
On-the-job Training

\*Source: Occupational Employment and Wage Statistics (OEWS) and the U.S. Bureau of Labor Statistics.

## EXAMPLES OF WORKFORCE AREAS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- Trident
- Midlands
- Greenville
- Catawba
- Lowcountry
- Waccamaw

## EXAMPLES OF EMPLOYERS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- Dollar Tree, Inc.
- The Spinx Company, Inc.
- Food Lion
- McDonald's Corporation
- The Home Depot, Inc.
- Walgreen Company

## RELATED OCCUPATIONS:

- Credit Authorizers, Checkers, and Clerks
- Insurance Claims and Policy Processing Clerks
- Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel

NOTE: All data based on state averages. Information may vary depending on region, experience, and specific employment situation. Last Updated: 2024.