

Customer Service Representatives

Ranked

40

by count of job opportunities

Percentage

0.61%

of all job opportunities

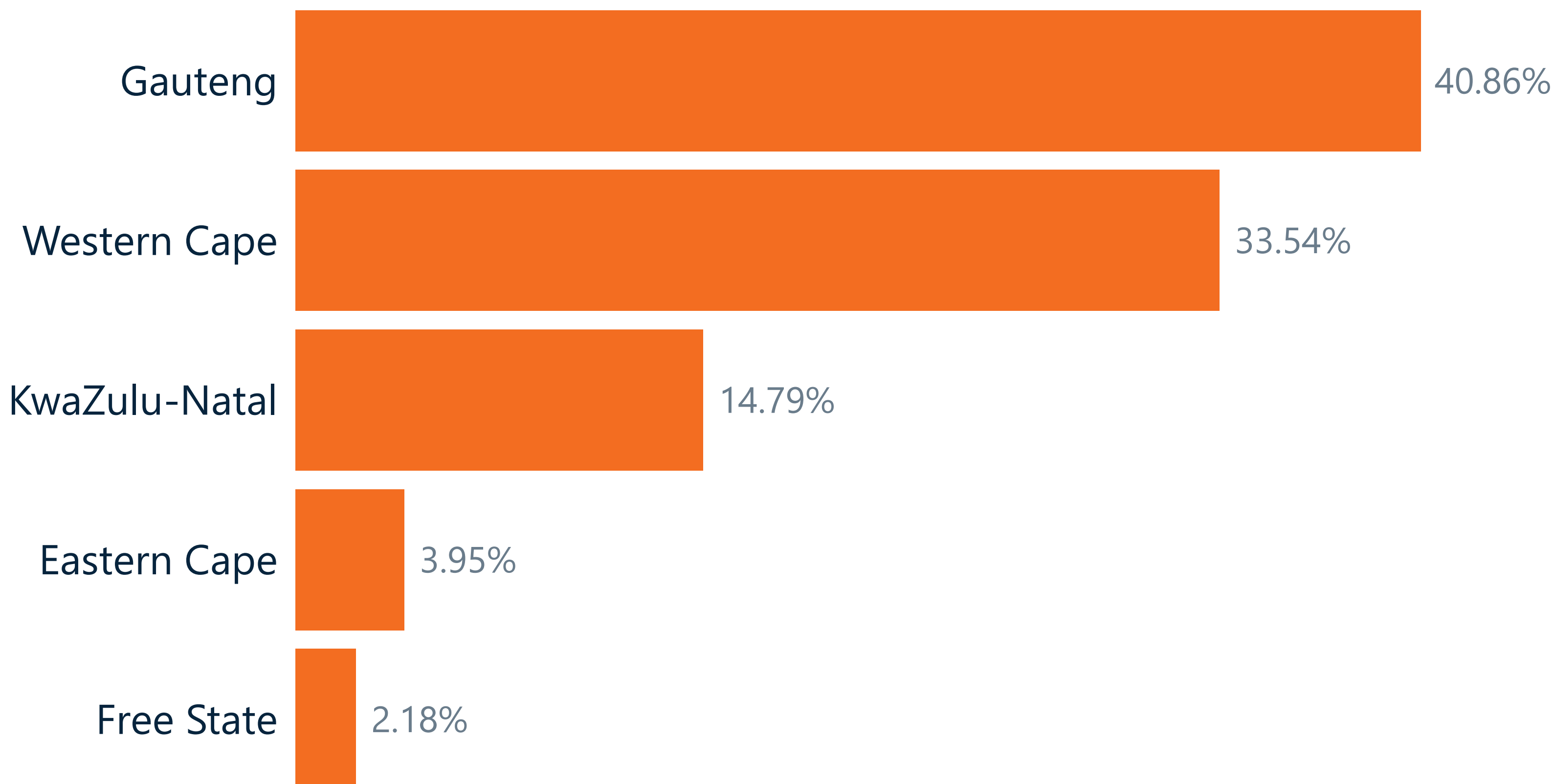
Hard-to-Fill

16.25%

% job opportunities that are "hard-to-fill"

Top 5 Provinces

by percentage of job opportunities



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Customer Service Representatives



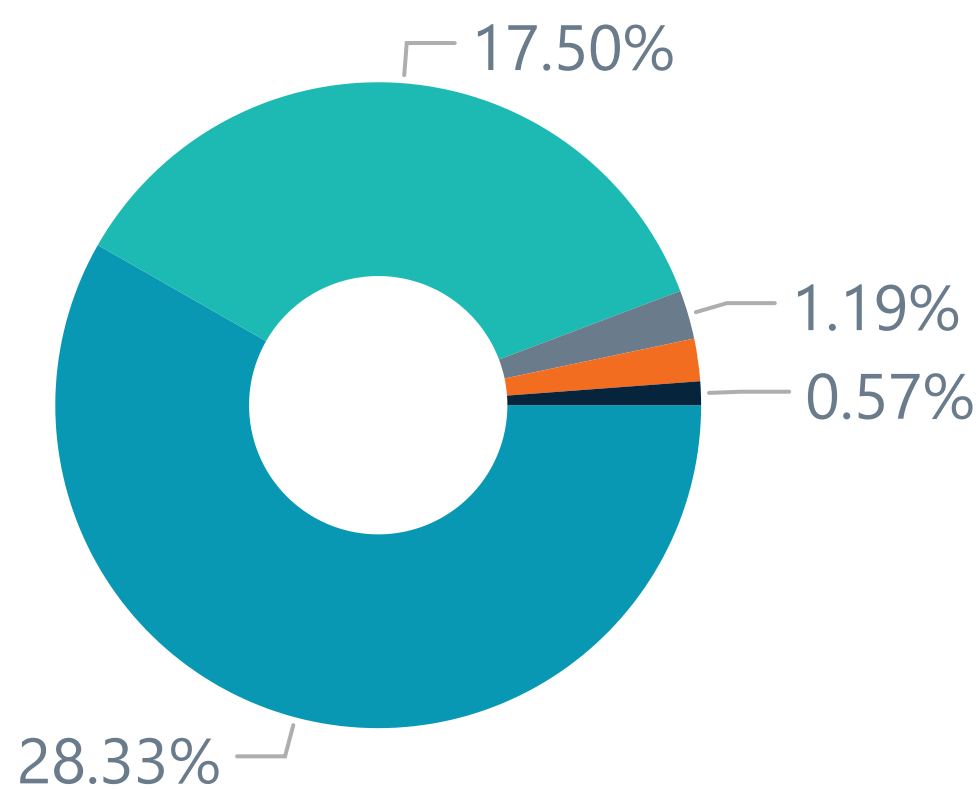
Top 5 Industries

by percentage of job opportunities

Wholesale and retail trade	28.29%
Administrative and support activities	24.49%
Professional, scientific and technical activities	12.11%
Information and communication	7.14%
Financial and insurance activities	4.90%

Top 5 Company Types

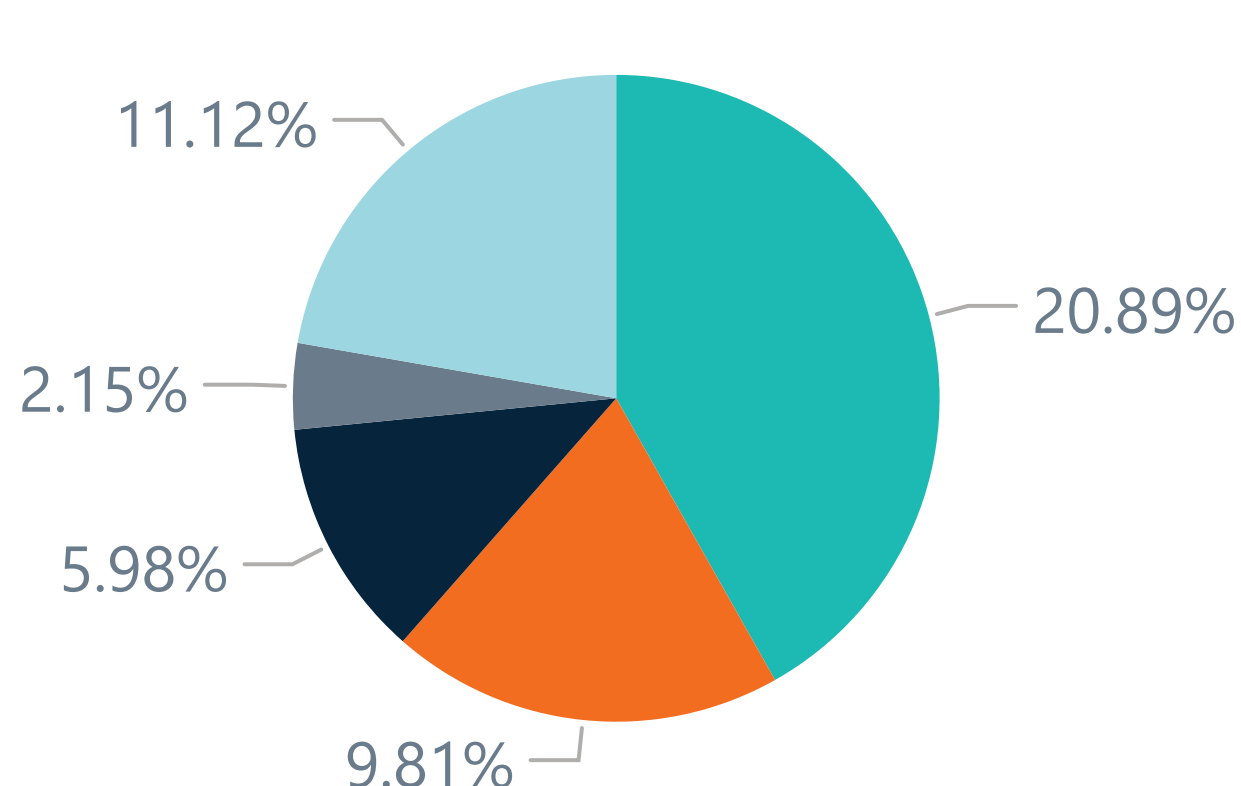
by percentage of job opportunities



- Private company
- Public company
- Partnership
- Sole proprietorship
- Corporation

Top 5 Company Sizes

by percentage of job opportunities

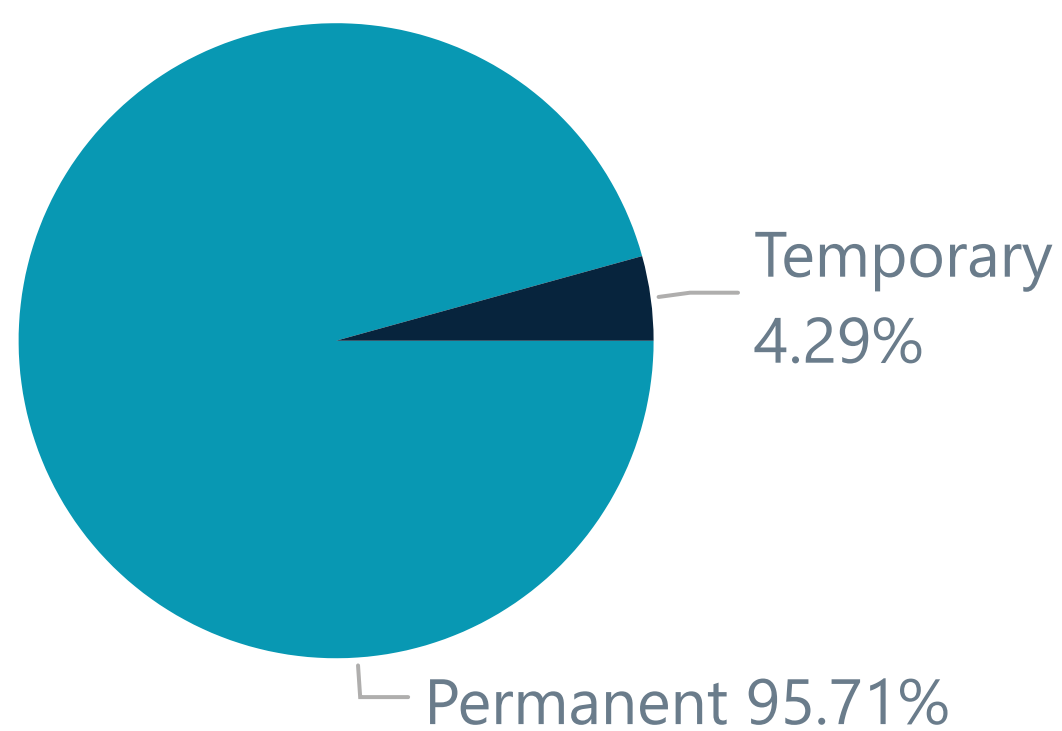


- 1 to 100
- 101 to 500
- 1,001 to 5,000
- 5,001 to 10,000
- 10,001 +

Customer Service Representatives

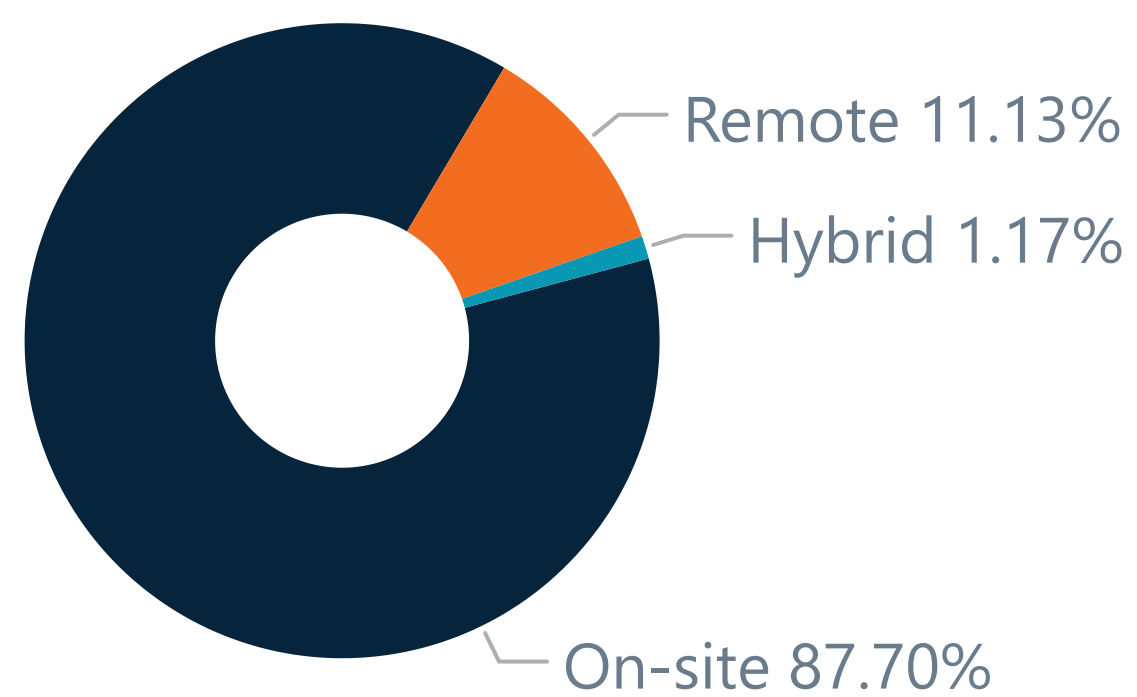
Employment Type

percentage of job opportunities



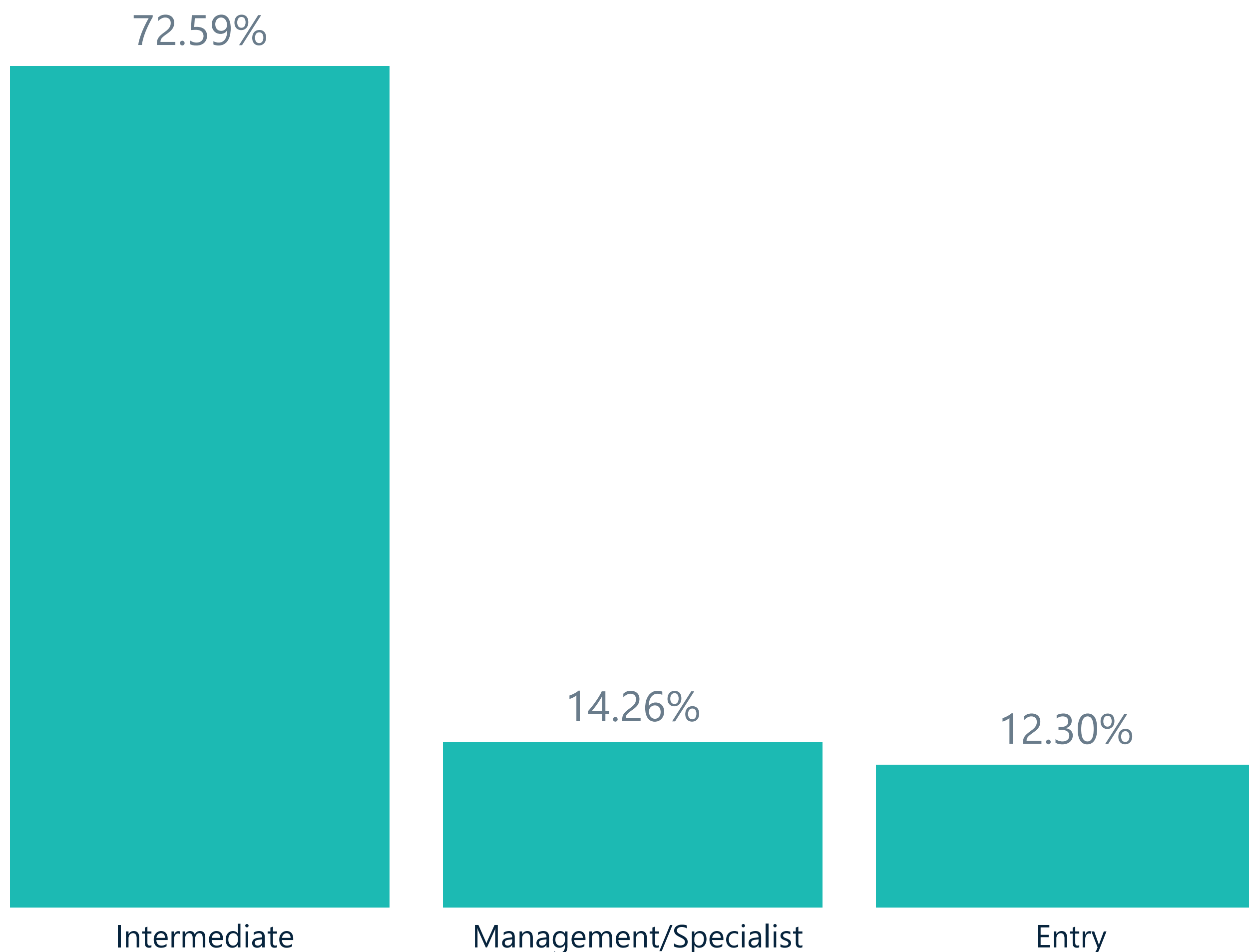
Employment Flexibility

percentage of job opportunities



Top 3 Employment Levels

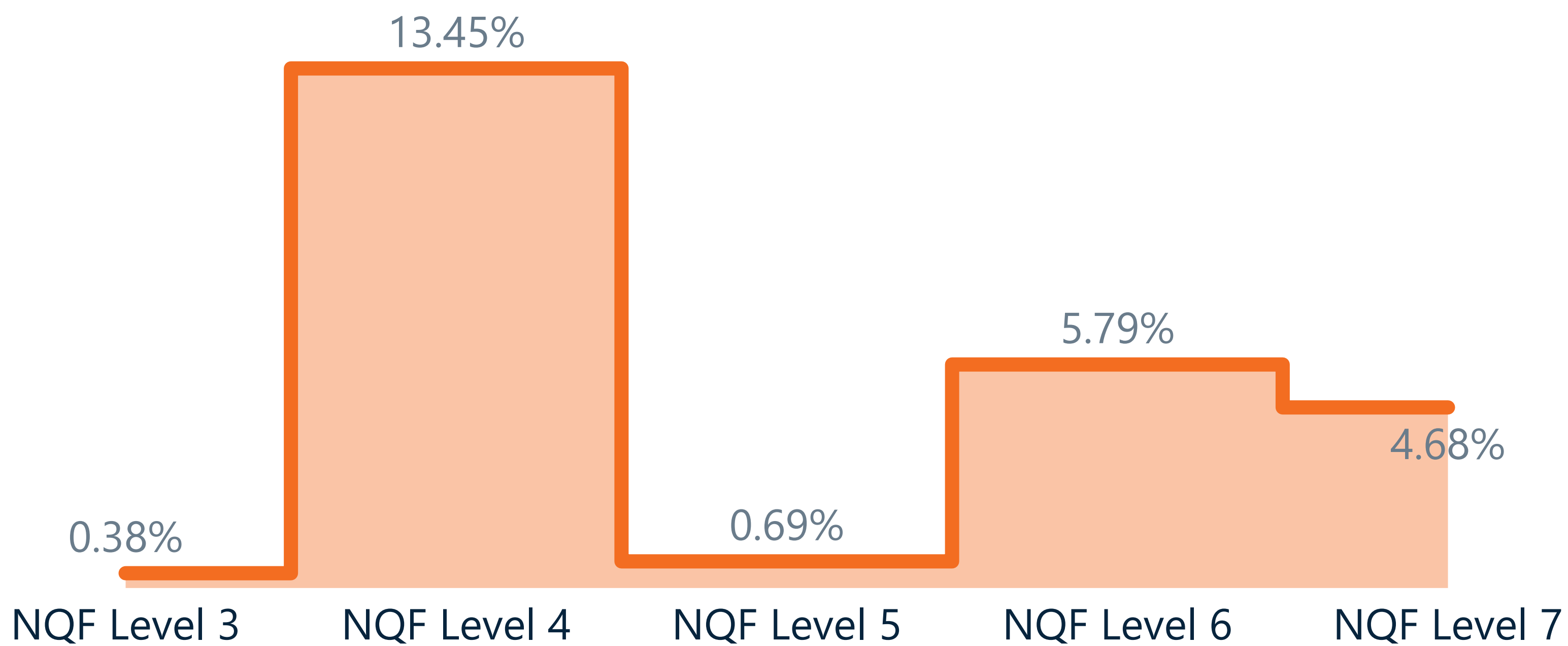
by percentage of job opportunities



Customer Service Representatives

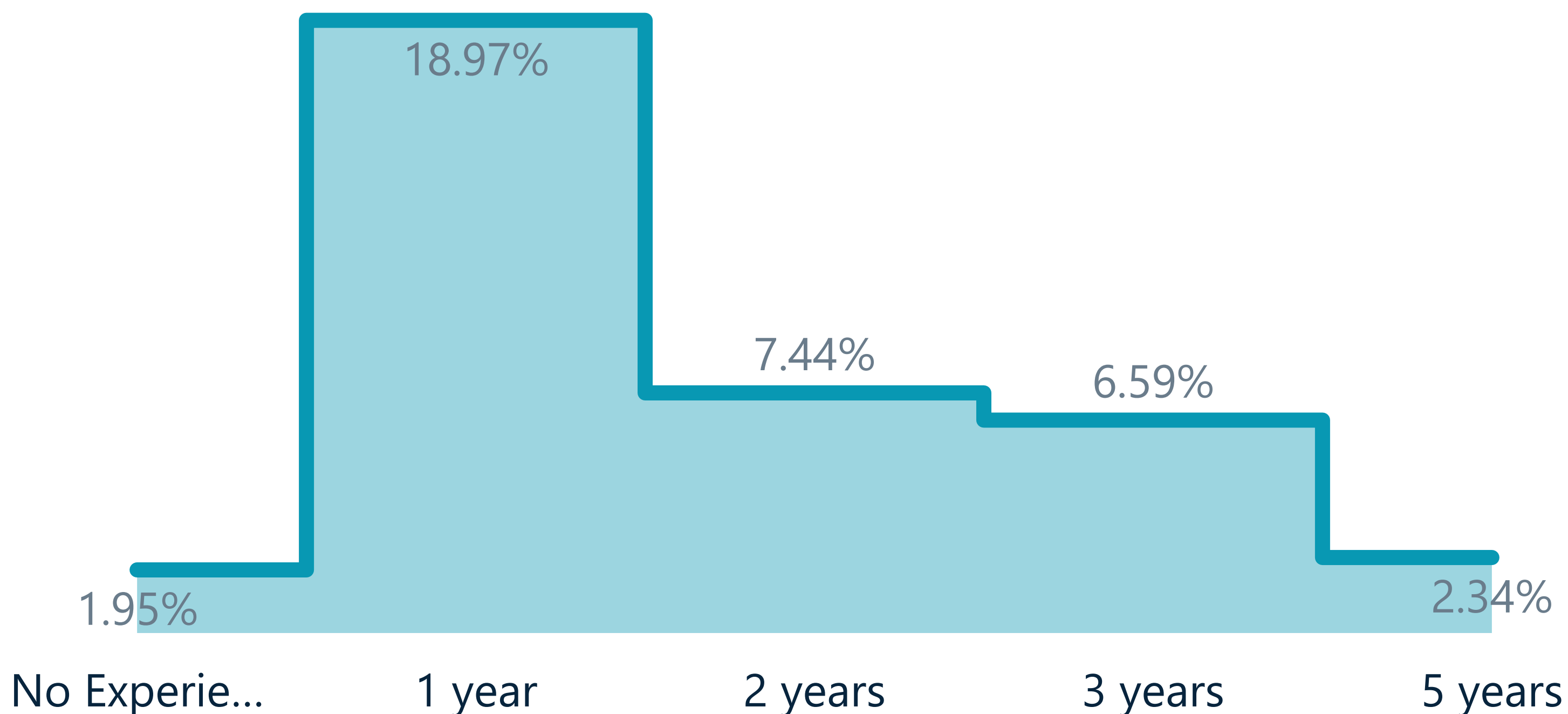
Top 5 Minimum Qualification Level

by percentage of job opportunities



Top 5 Minimum Years Experience

by percentage of job opportunities





Customer Service Representatives



Top 10 Required Skills

Service Orientation	
Actively looking for ways to help people.	1
Writing	
Communicating effectively in writing as appropriate for the needs of the audience.	2
Time Management	
Managing one's own time and the time of others.	3
Complex Problem Solving	
Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	4
Learning Strategies	
Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	5
Speaking	
Talking to others to convey information effectively.	6
Negotiation	
Bringing others together and trying to reconcile differences.	7
Active Learning	
Understanding the implications of new information for both current and future problem-solving and decision-making.	8
Monitoring	
Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.	9
Reading Comprehension	
Understanding written sentences and paragraphs in work-related documents.	10



Customer Service Representatives



Top 5 Required Knowledge

Customer and Personal Service	
Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	1
Administration and Management	
Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.	2
Sales and Marketing	
Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.	3
English Language	
The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	4
Computers and Electronics	
Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.	5



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Top 10 Required Technology Skills

Web page creation and editing software	
Facebook	1
Instant messaging software	
Twitter	4
WhatsApp	5
Spreadsheet software	
Google Sheets	2
Internet browser software	
Google	3
Word processing software	
Microsoft Word	5
Electronic mail software	
Microsoft Outlook	7
Enterprise resource planning ERP software	
SAP Business One	8
Information retrieval or search software	
LexisNexis	8
Video conferencing software	
Zoom	8