# BioCareer Pathway for **Customer Service Representative**

## **High School Graduates**

 Courses in computers, English, or business

**University Graduates** 

• University or college bachelor's

• Science-related or business degree

### **Entry-level**

**Customer Service Representative** 

#### 3-5 Years

**Customer Service Supervisor** 

#### 5-10 Years

**Customer Support Manager** 

#### 10 Years+

**Customer Support Director** 

## **Career Change**

Retail sales, marketing or business support functions

## **Job Functions**

degree

(You may be responsible for more than one)

- Responding to Customer Enquiries
- Resolving Customer Complaints
- Routing Enquiries to Correct Technical Resource
- Explaining Company Policies to Customers



Actual job titles may vary slightly between organizations.
The BioCareer Pathways are meant as a guide for potential
career paths. They have been developed through
secondary research.

