BioCareer Pathway for **Customer Service Representative**

**High School Graduates**
- Courses in computers, English, or business

**University Graduates**
- University or college bachelor’s degree
- Science-related or business degree

**Job Functions**
(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

**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

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.

www.biotalent.ca