

What's in It for You as a Phone Rep

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If you are a phone rep, you know life isn't easy. You deal with irate callers day in and day out. In fact, the U.S. Department of Statistics says that you have the eighth most stressful job. You are right up there with air traffic controllers, firemen and policemen. The stress of your job can leave you wondering "What's in it for you?" Well, let me tell you, four benefits stand out.

Problem Solver:

First and foremost, you learn how to be a good problem solver. Whether you stay in your current position or move to a different job, you learn the steps required for resolving problems quickly. Obviously, in our personal lives there will always be issues with phone companies, car dealerships or credit cards. You will have the skills necessary to come away with an agreeable solution.

Negotiator:

Phone reps learn to be first-rate negotiators. Customers can be demanding. They don't like to hear "no." Many situations are tricky and require finesse. Good phone reps learn how and when to offer concessions so that an ugly situation can be turned into a win/ win. These same skills can be used off-the-job to get the best buy on a diamond ring, a house or a car.

Listener:

Obviously, because phone reps spend so much time on the phone, most become good listeners.

They learn to get the facts correctly and to ask the right questions. They know how to demonstrate they are listening when callers can't see them. By being a good listener, people learn to trust and believe them. Strong listening skills intensifies relationships with our family and our friends.

Shining Star:

People who work the phones learn the business from the inside out. They learn the specifics about the products and services. They know where processes and procedures can and should be improved. Companies stay in business because of the services they provide. When phone reps are strong performers, they become invaluable. Their stars rise. Not only are they rewarded with incentives or bonuses, but they are often promoted into other parts of the organization.

Although customer service jobs can be draining, there are many rewards. We develop strong interpersonal and communication skills that make us a better friend, spouse or parent and better able to manage our own affairs.

Impact Communications, Inc. consults with individuals and businesses to improve their face-to-face and over the phone communication skills. When you have to have impact, phone (847) 438-4480 or visit our web site, www.ImpactCommunicationsInc.com.

