



Five Essential Skills for Customer Service Success

By Jennifer Eichholz, CSC Talent Acquisition Strategist

At CSC, a customer is anyone who asks anything of us. This means our customers include not only our external customers, but also our colleagues and teammates. Teamwork, critical thinking, communication, leadership, and time management are the most important skills that we look for in potential candidates. We know candidates who possess these skills will be able to deliver a five-star experience to every customer in every interaction.

These skills can be formed from many different career paths—retail, restaurant, hospitality, and banking, in addition to other corporate environments. We recognize that hiring people with solid skills from a variety of experiences will only strengthen our ability to deliver exceptional service.



Teamwork

One of our Core Values—Teamwork—is an essential skill for delivering top-tier customer service. No work at CSC is done in a silo. We rely on the insights and resources of others to help get things done. It’s through this collaboration that we’re able to deliver results to our customers that are superior to individual efforts. At CSC, we’re built on teams.



Critical thinking

Every day, employees and leaders face situations that effect their customers. We’re relied on to help solve problems, make recommendations, and help our customers accomplish their goals. To successfully do that, it’s important that we have strong critical thinking skills. We must be able to accurately assess the needs, the available information, and possible solutions in order to provide exceptional service.



Communication

To deliver truly great customer service, you must have effective communication skills. Keep in mind the three *rights*—deliver the *right* message to the *right* people at the *right* time. Doing so makes all the difference in accomplishing your goals and helping your customers accomplish theirs.



Leadership

Leadership is an essential skill for delivering customer service that means going beyond just being a leader. You can lead in any role that you’re in! You can help lead others on your team, lead by example, or lead yourself. The importance is in taking initiative, being accountable, and embracing other leadership qualities as you work with your customer to lead them to a solution.



Time management

You’ll often receive requests to assist several customers at once, which can be daunting. But, with strong time management skills, you’re able to organize requests, address the most time-sensitive issues first, and balance the needs of many while still providing exceptional service to each individual.

Do you have these skills and think you can deliver excellent customer service? Check out our career opportunities and apply today at cscglobal.com/careers.