

COVER LETTER WRITING: EXAMPLE

OFFICE OF CAREER SERVICES

REMEMBER: Use the listed “Qualifications” to create the body of your cover letter:

**EMPLOYER NEED (listed qualification desired by company) + I HAVE (selected highlights from your resume) +
HERE’S MY EXAMPLE...**

SAMPLE JOB DESCRIPTION: CUSTOMER SERVICE SPECIALIST

Job Title: Customer Service Specialist, ABC Company

Location: Cape Girardeau, MO

JOB SUMMARY:

The Customer Service Specialist provides exceptional service through communication, friendliness, and office knowledge, as well as maintaining exceptional safety, appearance, and cleanliness.

DUTIES AND ESSENTIAL FUNCTIONS

- Communicate professionally with all associates and customers
- Must be alert to surroundings at all times for customer service
- Aid customers and promote office-wide communication amongst team members
- File paperwork quickly and accurately
- Answer incoming calls with proper phone etiquette
- Use general office equipment such as telephone, copy machine, fax machine, calculator, and computer

QUALIFICATIONS

- The ideal candidate must be customer focused
- Quickly establishing a genuine rapport via phone or in person
- Possess strong communication skills
- Exceptional Customer Service Skills: Ability to actively listen to customer inquiries and respond with politeness and diplomacy in difficult situations
- Maintain an organized, clean desk space
- Track all appointments and important contacts and relay information to office staff in a professional, timely manner
- Ability to complete computer-based training
- Experience with Microsoft Office (primarily Word, Excel, and PowerPoint)
- Positive attitude and enthusiasm for working with people



JOB REQUIREMENTS

- Good visual acuity
- Close vision for computer work
- Ability to stand and/or walk for long periods of time
- Repetitive wrist movements on keyboard
- Ability to verbally communicate effectively and professionally with all audiences (in-person or via telephone and electronic communication)

ROWDY REDHAWK

(573) 123-4576 • rowdyredhawk@gmail.com • linkedin.com/in/rowdy11redhawk

April 15, 20xx

Ms. Jane Doe
Director of Human Resources
ABC Company
123 Redhawk Road
Cape Girardeau, MO 63701

RE: Customer Service Specialist position

Dear Ms. Doe:

The position for Customer Service Specialist advertised on LinkedIn caught my attention. Your listing indicates that the successful candidate must be customer-focused and possess strong communication skills. My education, background, and experience are a strong match for the qualities you seek, and I offer the following for your review.

Quickly establishing a genuine rapport via phone or in person were skills I used daily as a Customer Care intern at XYZ Travel Agency. For example, I quickly determined where to direct phone inquiries by asking a series of brief questions. All efforts were then made to seamlessly connect customers to the department or representative requested. By confirming availability of the representative before sending the call through, clients were assured they would connect with the party requested or have the option of speaking to another representative or leave a detailed message. This process minimized customer frustration and improved customer satisfaction. Likewise, customers who arrived for an in-person appointment were warmly greeted, their questions were promptly addressed, and they were each personally escorted to the appropriate office. Many customers positively commented to the agency owner about the high level of personal care and attention I provided.

Strong communication skills are another area in which I have experienced success. As my fraternity's Social Chair, I was tasked to provide detailed and timely updates about our 'Spring Fling' social event. These updates were needed to assure committee members were kept up-to-date and on track to meet deadlines and goals. To accomplish this, I created and updated a specialized Facebook page, sent daily tweets, and utilized the Outlook Meeting Request function to automatically alert, notify, and update members' calendars. These communication tactics enabled everyone to effortlessly report progress and to confirm that deadlines and goals were met. These tactics were so successful that other fraternities and student organizations adopted this model for their programs and events.

I would like to learn more details about the Customer Service Specialist position and how my skills, background, and experience may contribute to your team. I can be reached via phone at (573) 123-4567 or email at rowdyredhawk@gmail.com. Thank you for your time and consideration in this matter.

Sincerely,

Rowdy Redhawk

Rowdy Redhawk