Worked example - a fictional role. Replace every detail with your own.

Job description

Customer Service Assistant

Job title	Customer Service Assistant	**Department**	Customer Care
Reports to	Customer Care Manager	**Location**	Anytown, part home-based
Hours	37.5 hours per week	**Contract**	Permanent, full time

Purpose of the role

To give customers a friendly, accurate and prompt service by phone, email and chat.

To help the Customer Care team resolve queries on first contact wherever possible.

Main duties

No.	Duty or responsibility
1	Answer customer calls, emails and web chats within agreed response times.
2	Record every enquiry accurately on the customer database.
3	Process orders, returns and refunds following company procedures.
4	Pass complex queries to the right team and follow them up.
5	Suggest improvements based on common customer questions.

Skills and experience

Essential	Clear communication, good IT skills, patient and organised
Desirable	Previous customer service experience, second language
Qualifications	GCSE English and maths (or equivalent)

Salary or pay range	£24,000 - £26,000	**Closing date**	11/12/2026

How to use this template

A job description sets out what a role involves, who it reports to and what skills are needed. It helps you write an advert, interview fairly and give a new starter clear expectations.

1. **Start with the job title and reporting line.** Use a title people will recognise and search for.
2. **Write one clear purpose statement.** Two sentences on why the role exists.
3. **List five to eight main duties.** Start each with a verb and keep them specific.
4. **Separate essential from desirable skills.** Only list what the person really needs to do the job.
5. **Check it with the line manager.** Make sure it matches how the role will really work.

This template organises information only. For guidance on advertising roles and employment contracts, see GOV.UK and ACAS.