



## **10 Questions to Ask Before You Take That Customer Support Job**

*Not all customer support jobs are the same. Some can be more beneficial to your career goals than others. The opportunities you have for growth and advancement depend on the industry and company. Here are 10 questions you should ask a potential employer as you consider whether to take that customer support job. For 10 additional questions and Railinc's answers, click [here](#).*

1. What advancement opportunities are available to customer support representatives?
2. How does the organization support career growth and advancement?
3. What training does a customer support representative receive before working with customers?
4. How are customer support representatives empowered to improve customer support and to contribute to the advancement of the organization?
5. What is the current customer perception of the organization's customer support group?
6. What benefits are available to customer support representatives?
7. What opportunities are available to learn about other areas of the organization?
8. What work, in addition to responding to customer requests, is a customer support representative in this organization responsible for?
9. What are the traits of a successful customer support representative in this organization?
10. What is the five-year outlook for the organization?

***We're always looking for the next great member of the Railinc Customer Support team!***

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