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# Example of Account Services Representative Job Description

Our innovative and growing company is looking to fill the role of account services representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account services representative

* Monitor customer accounts and analyze daily credit hold report to ensure prudent and proper shipment of merchandise
* Determine uncollectible accounts receivable and refer to Manager for appropriate action
* Manage customer purchase orders with 100% accuracy to include pricing, discounts terms and logistics
* Work with credit department to systematically set up all new customers and perform Account Setup documentation per procedure
* Contact customers to coordinate ship dates and product availability
* Return all telephone calls from customers within 24 hours
* Communicate sales orders changes and amendments to all appropriate departments
* Prepare and coordinate various sales reports regarding shipping, bookings, open orders, back orders, forward orders and any related sales activities
* Resolve, with accounting, any invoice/credit issues
* Coordinate customer returns via RMA

## Qualifications for account services representative

* Ability to achieve policy and standards compliance and manage performance metrics
* Takes ownership of issues/problems and follow them through to the end
* Ability to effectively hire, retain, deploy and engage talent at associate level
* Demonstrated problem-solver and able to handle escalations
* Must have strong initiative and leadership qualities
* Ability to manage performance and develop employees through coaching and mentoring