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# Example of BDC Representative Job Description

Our growing company is looking for a BDC representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for BDC representative

* Must be flexible with scheduling, including nights and weekends
* Fast pace environment, must be able to meet call handling time and daily call goals
* Must have great phone and computer skills
* Responsible for developing, processing, managing, following up and tracking all dealership customers as it pertains to the specific department
* This individual completes all reports and administrative procedures required
* Follow up on unsold showroom traffic and chat inquiries
* Handle all incoming calls to the service department
* Maintains a general understanding of the repair process and explains the process to our customers
* Addresses customer concerns and issues or escalates them as needed
* Coordinates questions and issues with the appropriate department personnel

## Qualifications for BDC representative

* Minimum of Undergraduate degree preferred
* Directs customers to the appropriate department or point-of-contact
* Ensures all service targets are met or exceeded
* Provides timely and accurate reports on service activities as needed
* Approaches, greets, and offers assistance or direction to any customer
* Provides electronic and phone customer service assistance