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# Example of BDC Representative Job Description

Our innovative and growing company is looking for a BDC representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for BDC representative

* Follows up after customer service visit to ensure customer satisfaction
* Maintains customer information into the designated software system
* Build rapport with customers to build a base of referrals to establish a robust customer network
* Conduct approximately 100 - 150 outbound calls to existing and prospecting service clients regarding maintenance reminders
* Identify and handle any unsatisfied clients throughout the retention process
* Receive inbound calls regarding client service needs and schedule appointments as necessary
* Follow up with future Toyota owners
* Assist the sales department with scheduling appointments
* Check Karma frequently and respond to customer inquiries immediately
* Learn and follow the scripting required by our process

## Qualifications for BDC representative

* Enterprise software/hardware knowledge a plus
* Prior sales, call center, or BDC experience
* Willing to adapt to ever changing environment, technology, and processes
* Set appointments for clients to service vehicles
* Provide information on service incentives
* At least 1 year of Call Center experience required