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# Example of BDC Representative Job Description

Our innovative and growing company is searching for experienced candidates for the position of BDC 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 BDC representative

* Study, learn and understand our maintenance we offer
* Establish personal goals that are consistent with the productivity requirements of the Dealership
* Meet and exceed daily goals and objectives
* Maintain accurate records of daily activities
* Make comprehensive notes in the dealership CRM reflecting all customer/prospect communications
* Check e-mail frequently and provide a quality lead response immediately
* Deliver messages intended for other departments promptly
* Answer all incoming phone calls according to a proven, pre-set script, and schedule a service appointment
* Post scheduled appointments in tracking software
* Follow-up with service department to determine if the appointment was kept and what the outcome was

## Qualifications for BDC representative

* At least 1 year of Telemarketing, Appointment Setting and Customer Service Experience
* Set sales/service appointments for customers and pair with sales/service advisor
* Previous call center or automotive experience is a PLUS
* Driven for results and goal oriented
* Must be comfortable working in front of a computer or on the phone
* Must be able to work with scripts and defined processes