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# Example of Consumer Representative Job Description

Our company is looking to fill the role of consumer representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for consumer representative

* Handle all inbound consumer warranty calls for Remington and Rayovac
* Handle all eCommerce sales calls for Home Appliance, Remington and Rayovac
* Resolve written and electronic communications
* Process daily Consumer return paperwork in Consumer database
* Upsell appropriate/applicable products
* Provide a frictionless and delightful consumer experience by engaging with the consumer through various channels, including phone/email/chat/social media, with accurate, timely and professional responses/resolutions
* Possess general knowledge of department's processes and procedures as it relates to consumer inquiries, including product use and care information, reviewing and processing warranty claims and returns, triaging and diagnosing issues with electromechanical products, determining part(s) needed for resolution, and scheduling service visits
* Collaborate with external partners and departments with a sense of urgency regarding inquiries such as shipping, delivery, invoicing, and pricing, and providing timely communication back to the consumer
* Hold themselves accountable for each consumer contact, striving for first contact resolution, while taking ownership of the consumer experience through diligent collaboration with the appropriate parties and providing timely and accurate communication back to the consumer in situations where first contact resolution is not possible
* A relevant degree is highly desirable

## Qualifications for consumer representative

* Understands the Retail Partner’s business to effectively perform account management, with assistance increasing share of wallet
* Develops relationship to promote understanding of the Retail Partner’s goals and objectives
* Ability to develop and implement a comprehensive Retail sales strategy
* Proven ability to win new business, develop existing Retail Partner relationship and execute effective trade marketing programs
* Knowledge of organized retails
* At least 3-5 years sales management experience within the technology hardware industry, with some exposure to high volume sales and proven track record of high tech