Downloaded from <https://www.velvetjobs.com/job-descriptions/control-representative>

# Example of Control Representative Job Description

Our innovative and growing company is hiring for a control 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 control representative

* Acts as a technical consultant for developing and nurturing customer relations
* Provides remedial training and support to Field Service Representative I and Associate Field Service Representative level representatives
* Provide management with payor issues on a timely basis
* Answer phone calls greeting students, faculty and staff and addressing and resolving facilities issues through appropriate channels
* Assist in the planning, scheduling, coordinating and communication of general maintenance, major repairs, and shutdowns for University Facilities
* Ensures that University administration is appropriately advised regarding special issues, utility disruptions and emergencies
* Enter, transcribe, record, store, or maintain information in written or electronic form
* Maintain call trees to ensure appropriate communication during emergencies or disasters
* Monitor alarm systems such as energy, fire, security, and lift station to mitigate interruptions to University operations and life-safety issues
* Monitor and respond to email inquiries received through departmental email account and University email account

## Qualifications for control representative

* Demonstrated ability to develop both internal and external long-term customer relationships
* Proven skills in working independently on several projects and presentations simultaneously
* ABLE TO BECOME CERTIFIED ON MATERIAL HANDLING EQUIPMENT
* Must pass a complete background check and a pre-employment drug test
* Must be able to obtain an airport SIDA Badge
* Preferred 5 years 121 Carrier or transport category aircraft, as a QC Inspector with 2 years in a Heavy Maintenance environment