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# Example of Relations Rep Job Description

Our growing company is looking to fill the role of relations rep. 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 relations rep

* Strive to be the liaison and work in conjunction with all auction sales teams (Dealer Sales & Services (DSS) and Online Sales & Services (OSS) auction management, Corporate Dealer Relations team and all customers to ensure business objectives and goals are met
* Assist in the education and training of existing and new Dealer Relations Reps/Dealer Relations Project Representative
* Spend an average of two to three days per week engaging in outbound contacts to in market but out of territory dealers, to include existing, new and resurrected dealers to promote ADESA products and services, including in lane, LiveBlock and DealerBlock venues
* Directly responsible to garner in market but out of territory brand new (never done business with my auction) dealers and resurrected (fallout 180+ days) dealers for all buying channels to include in lane, LiveBlock and DealerBlock
* Responsible to deliver excellent customer service which will impact each auction’s monthly CSI score
* Conducts or assists with investigations to resolve employment issues, recommends solutions and assists with facilitation of resolution
* Make face-to-face contacts and presentations to all current referring physicians and potential prospects
* Proactive field work with targeted physicians and their office staffs to identify needs (needs assessment/profile) and begin a strategy for matching their needs with organizational offerings that benefit physician
* Develop relationship sales funnel with identified organizational resources to progress and further engage the referring physician with the hospital
* Develop physician profiles to tract intelligence, referral desires and potential of referral relationship between hospital and the physician

## Qualifications for relations rep

* Experience in a 24/7 manufacturing environment large scale, complex organizationsEmployee Relations Expertise – Has had relevant experience of resolving Employee relations issues
* Develop and coordinate team presentations with service line managers and specialist to referring physicians
* Regularly share service line enhancements with referring physicians on behalf of the organization
* Documents physician visits, contacts, issue resolution, and market intelligence in the customer relations management software
* Implement the hospital’s issue resolution process and ensure personal roles as liaison for information between parties
* Manage issues in objective fact gathering manner to ensure internal constituents receive adequate and appropriate information to act upon