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# Example of Representative Senior Job Description

Our company is looking to fill the role of representative senior. 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 representative senior

* Communicates with customers regarding reinstatements, redemptions, and any disputes
* Resolve highly complex issues concerning residential and small commercial customer accounts
* Requires extensive research and review of accounts to determine the origin of customer issues identified within CCS, which includes enrollments, move-ins, periodic reads, move-outs, switches, metering issues
* Interact with customers who are typically more difficult to satisfy
* Requires the ability to work with escalation teams (Revenue Billing, Test Director and FasTrak) in order to centralize transaction related communications with external parties
* Requires strong mathematics skills in order to perform bill credit calculations based off of research and diagnosis of the issue
* Requires the ability to accurately document the issue classification and error origination in order to aid in the tracking of issue trends
* Requires the ability to maintain a balance of new daily issues and ‘pended’ issues
* Prepares and solicits Requests for Quotes (RFQs)
* Assists in issuing Requests for Proposals (RFPs)

## Qualifications for representative senior

* Experience in General Medicine (Nephrology, Cardiovascular) preferred
* Experience in Biologics advantageous
* Demonstrates the ability to handle the more complex employee relation’s issues only escalating to manager when necessary
* 2-4 years relevant experience in a sales role in the Health Care Industry
* Sales experience (retail, consumer, B2B) preferred
* Ability to work at least one day on weekend required