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# Example of Representative, Service Job Description

Our company is hiring for a representative, service. 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, service

* Input wire transfers received via fax, and email
* Repairs wire transfers received from SWIFT, Fedwire and other ISO channels
* Provide on-the-job assistance and support the processing/completion of wire payments
* Interacting with teammates, customers and other lines of business such as Help Desk, Investigations
* The training/education of patients and/or caregivers in the safe and proper use of equipment purchased or rented from AHOM
* Administer payroll for personnel
* Record all pertinent data in PeopleSoft HR Database
* Data entry and quality control of all computer entries
* Make all accounts on regularly assigned basis, following SG 7 steps to a sales call
* May involve evening and weekend scheduling during special promotions and/or working with suppliers

## Qualifications for representative, service

* Must demonstrate proficiency in keyboarding
* As part of applicant process, must take Customer Service Assessment for non KP employees only
* Adapt to change and new situations
* PC skills and knowledge of Excel, Powerpoint and Word
* Experience with multiple phone lines preferred
* Must have an excellent disposition and be customer service-oriented