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# Example of Representative, Service Job Description

Our growing company is searching for experienced candidates for the position of representative, service. 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 representative, service

* Checking and processing information and supporting documentation for Service Contracts onto internal systems
* Loading information to our finance system to ensure that payments can be taken on a monthly basis
* Managing tech tool and online diagnostic administration
* Continuously look to create and improve process in order to make our work more efficient
* Become confident in owning either Renault or Volvo process
* We also have lots of adhoc tasks such as reporting, system improvements, GAP insurance, road fund licence and excess mileage which allow us to learn new skills
* Responsible for courier-related tasks and responsibilities adherence to courier-related policy and procedures, in addition to
* Marketing and upselling services to existing customers, including hall-walking and flyering
* Creating and maintaining dropboxes
* Identifying process improvement opportunities based on field observations

## Qualifications for representative, service

* Must successfully pass basic computer literacy test
* Skills to work with multiple tasks simultaneously and under pressure
* Knowledge of the rules of formality by telephone
* Willingness to listen, serve and negotiate with clients (internal / external)
* Sense of urgency to deal with situations
* One to three years prior customer service or financial service industry experience preferred