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# Example of Representative, Service Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of representative, service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for representative, service

* Train and update Plan Administrators, Plan Members and Advisors on our E-Services and Administrative Practices
* Prepare revisions for plan design changes and implement new plan design changes, while managing target dates
* Participate in finalist presentations and work closely with Implementation Team and new clients during the implementation process to successfully install new business
* Generate and execute sales plans in existing customer base and in assigned competitively-held accounts, to meet profit increase goals
* Work closely with current and prospective customers to understand business needs and recommend continuous improvement and innovation plans that will maintain and grow sales
* Evaluates carpet and vinyl flooring for condition
* Checks air conditioning unit, heating unit, water heater, and all appliances
* Responds to service work orders to make less technical repairs or replacements
* Install, repair, and perform maintenance on ware washing, laundry and dispensing equipment and systems
* Communicate our total value to the customer and strengthen our relationship

## Qualifications for representative, service

* Proficiency in office computer software, including e-mail, word processing, and spreadsheet programs required
* Good knowledge of Group Benefits products
* Good understanding of trends in Group Benefits industry and applicable legislation
* Basic knowledge of underwriting concepts
* Knowledge of the company's business operations, systems and technology an asset
* Preferred knowledge in creating class rosters for LUS Flight Attendants