Downloaded from <https://www.velvetjobs.com/job-descriptions/service-executive>

# Example of Service Executive Job Description

Our company is looking to fill the role of service executive. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service executive

* Process special databases as needed for urgent client requests and perform quick turnaround with high level of quality
* Administer changes to appropriately manage program in order to meet client objectives
* Demonstrate complete and thorough understanding of all products (award types, ADA, Prizes, ) and internal systems (3D, CCP, Spresso, Gemini)
* Assist with training employees in Client Services and across other departments as needed
* Liaise with internal and external stakeholders to ensure the smooth running of the DTAM service
* Provide end-user support to third parties (both in Malaysia and elsewhere) subscribing to the DTAM service
* Provide after-sales service to third parties subscribing to the DTAM service
* Provide and run initial and on-going training to users of Instar Analytics
* Liaise with third party data processors
* Liaise with Astro as necessary on third party queries relating to the DTAM service

## Qualifications for service executive

* Bachelor’s Degree in Business Administration or Management or equivalent experience and 5-7 years of technical, customer service, and/or operations managerial experience
* Must possess a green/black belt (Six Sigma trained) or be willing to complete within 12 months
* Must be process driven, analytically sound, motivated and possess strong technical knowledge
* Ability to lead and communicate effectively (oral/written) with excellent problem solving skills
* Knowledge of MS Office and of data analysis tools
* Bachelor degree in social sciences, business, marketing or media sciences