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# Example of Service Executive Job Description

Our growing company is looking for a service executive. 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 service executive

* Add to the Quarterly Business Performance reports insight on areas of likely concern to the customer
* Client Contract Profitability, Upsell and Renewal
* Confirm contract renewal activities are proceeding starting approximately 120 days before the contract end date and escalate all expired contracts to the Sr
* Minimum of GCSE Education
* Previous exposure to a Customer Service environment, Pharmaceutical background preferred
* Proven background in working to deadlines
* Previous exposure to Microsoft Office and SAP systems
* Oversee ongoing account service activities
* Prepare monthly production and activity reports
* Manage/collect receivables in conjunction with Client Sales Executive

## Qualifications for service executive

* Demonstrate knowledge of at least one solution type (desktop, client/server, data center, big data, security, cloud, application)
* Knowledge of pharmaceutical / healthcare industry would be an advantage
* Bachelors degree or equivalent with 8-10 years sales experience preferred
* Minimum of one year of call center or phone based customer service is required
* Any Engineering/Commerce degree or equivalent with good exposure to MS Office, with at least 2 years experience in a customer facing role
* Trilingual skills in Cantonese, Mandarin and English