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# Example of Service Representative Job Description

Our company is searching for experienced candidates for the position of service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service representative

* Base salary + incentive plan
* Analyze cases for IGO (In Good Order) and resolve based on level of complexity of the request
* Contact the appropriate resource to assist in resolving the request, if NIGO (Not in Good Order)
* Documents calls, written communications, made to collect, or upon capturing the missing information needed to process the paperwork
* To develop strong relationships with colleagues in different parts of the business and the dealer network in order to support the day to day commercial activities
* Working with customers and key stakeholders to achieve query resolution in line with agreed service level standards
* Support the efficient operation of the team and meeting deadlines
* Achieve daily volume related targets
* Work within defined and published processes to ensure compliance and customer satisfaction
* Operate and comply within a framework of key business controls

## Qualifications for service representative

* Ability to establish priorities and to work with multiple tasks simultaneously
* Ability to work under pressure and with a sense of urgency
* Ability to work with a team and collaborate with others to accomplish common goals
* Ability to work with various sistems at a time including but not limited to Outllook, Microsoft Office
* Written and oral proficiency in English and Spanish
* This position requires working sitting down and using telephone equipment