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# Example of Service Representative Job Description

Our company is looking to fill the role of service representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service representative

* Having a basic understanding of all courier routes in the area
* Investigating customer complaints in-field (when necessary)
* Ensuring that Health and Safety is the number one priority by complying with all safe work practices, policies, and processes and acting in a safe manner always
* Assisting with accounts receivable with main responsibility involving accounts payable activities
* Vouchering invoices for payment
* Scanning and entering backup and other required paperwork into the system
* Accurate daily data entry
* Supporting 50+field members with AP related needs
* Monthly P-Card reconciliations
* Monthly processing of 500-700 vendor invoices

## Qualifications for service representative

* PC skills including knowledge of Windows Microsoft Office applications (Word, Excel, Power Point )
* Able to type 55-60 wpm preferred
* High call volume call center experience
* Familiar with Specialty Care Clinic and High Referral Intake Volume
* Proactive mindsets, diverse thinkers and lifelong learners are encouraged to apply
* Minimum two years of work experience in Group Benefits and/or account management