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# Example of Service & Support Representative Job Description

Our innovative and growing company is looking for a service & support representative. 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 & support representative

* Create Equipment record for all capital equipment sold
* Provide training, support and back up to other members of the Customer Service team
* Run reports as required
* Perform all other tasks and requests necessary to provide exceptional Customer Service and to assist the Customer Service team as required
* Perform other related duties and/or work as assigned
* You will respond to routine customer service/service partner inquiries, and also reply to issues via telephone and e-mail by using standard screens, scripts and procedures
* During your active and highly productive workday, you will navigate a computerized system for information gathering and booking travel for employees
* Through teamwork and integrity, you will direct travelers to published materials, secondary sources, or senior level CSRs for more complex inquiries
* Validate orders for compliance and accuracy
* Level II Support via phone and email inquiries

## Qualifications for service & support representative

* Handle stressful situations in a fast paced environment
* Must have excellent telephone skills
* Ability to problem solve and make decisions and ability to interact with internal and external customers of all levels is essential
* Must be able to perform data entry with speed and accuracy
* Ability to work flexible hours is a plus
* Ability to handle numerous responsibilities at one time is preferred