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

# Example of Service Support Job Description

Our innovative and growing company is searching for experienced candidates for the position of service support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service support

* Drive the development and implementation of tools and systems that enable advanced identification and thereby avoidance of breakdowns
* Responsible for corrective actions driving long-term improvements in customer service and technical assistance center processes
* Coordinates program related product launch communications and in-service meetings to inform all Customer Service teams of launch dates and requirements
* Facilitates discussions and attends pre-launch meetings with Service Development, Technical Support, Manufacturing, Marketing, QA, Sales and Inventory to ensure adequate preparation, communication and adherence to launch plans
* Supports TAC team members addressing program specific customer-related issues
* Supports marketing launch strategy by implementing appropriate internal business processes and assists in the training/communication of the processes with the sales force
* Proactively monitors and resolves process and compliance issues to ensure expedient service fulfillment
* Engages alternate part suppliers for local parts solutions and STAC for technical solutions
* Interacts with customers and provides support pertaining to authorized servicer processes
* Provides direction and assistance to authorized service providers based on customer requests/needs and process compliance

## Qualifications for service support

* You have demonstrated excellent communication skills (verbal & written)
* You possess effective interpersonal skills
* You have strong organizational and effective prioritization skills
* You possess attention to detail skills
* Receptionist experience an asset
* Three or more years of hospital facility, plant operations, engineering or maintenance supervision experience