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# Example of Service Support Job Description

Our company is growing rapidly and is looking for a service support. 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 support

* Engages authorized servicers and Contractor Services Managers for alternate service solutions
* Collects and provides service order level detail to supervisor for metric tracking (Cycle Time, CSAT feedback, contractor claims expense, no coverage issues)
* Provides feedback on process improvement for a better customer experience and reduced cycle time
* Demonstrates exemplary customer service and serves as a positive role model
* Recognizes and communicates existing gaps of their assigned work area to their Team Manager and Contractor Services Manager
* Logs, researches and works returned checks
* Works IMMS Vendor Holds (emails and VIMMS) and Vendor Denied accounts
* Works IMMS Vendor Holds (emails and VIMMS) and Vendor Denied accounts (X97) for CCAU–prepares Vendor Add-Change-Delete form and provides W2 and Stark form to Finance
* Fulfill POS entry of customer purchases with integrity (perform cashier role)
* Provide exceptional customer service during all customer interactions

## Qualifications for service support

* You have the ability to adapt to change
* The Joint Commission / CMS Survey Experience in acute care hospital setting
* Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Access and Outlook), Computerized Maintenance Management System (CMMS)
* ERP system experience SAP is desired
* Strong knowledge base of Orion platform including billing, performance, reporting, portfolio interactions
* Ability to lead, inspire, direct, and develop team members