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# Example of Subject Matter Expert Job Description

Our innovative and growing company is searching for experienced candidates for the position of subject matter expert. 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 subject matter expert

* Escalate issues with the potential to impact the OSC, to the Operations Manager and any other relevant parties
* Work with the Operations Manager and Team Leader to ensure that the OSC interlock accurately reflects call volumes and staffing requirements for the OSC client base and that new incremental business is interlocked appropriately
* Actively seek out opportunities for personal and professional development
* Adherence to mandatory business compliance activities including CLAIM, personal asset management, QA, workplace security and Business Conduct Guidelines
* Provide value to our clients through enhancing the skills of the OSC consultants and enabling them to work as a team
* Additional duties and/or responsibilities as assigned by the Operations Manager and Service Coordinator
* Accurate processing of maintenance requests for Credit Cards, Problem Resolution & Workflow Management
* Provide resolution and investigate Service Partner escalations
* Act as an expert point of reference for fulfillment procedures
* Develops and implements detailed customer installation plans

## Qualifications for subject matter expert

* Membership in appropriate professional societies
* Ability to speak articulately on dietary-supplement issues to both professional and consumer audiences, identifying self as a contractor
* Ability to use, or quickly come to speed using computer software necessary for the performance of specific tasks
* Experience working with Federal health agencies
* 2 years experience providing technical assistance
* Ability to work efficiently with team members in a fast-paced environment and also work independently when needed