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# Example of Support Center Representative Job Description

Our innovative and growing company is looking for a support center 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 support center representative

* Provides responses and/or solutions to customer, dealers, and/or company personnel inquiries concerning problems and concerns of a moderately complex level
* Distributes additional product/service/policy information to customers, dealers, and personnel
* Develops common solutions to problems with team members to maintain required service levels
* Maintains the accuracy and availability of customer related information on-line
* Assists in the promotion of company products/services/programs through special program offerings, special mailings and pro-active user contact
* Negotiates with customers, dealers and company personnel to provide the proper policy execution and adequate resolution
* Provides in-depth product support to the clients by resolving incoming inquiries
* Recreates client issues in test environment and identifies/documents how applications and systems interact to support business processes
* Printing and submitting invoices for 16 subsidiary locations
* Providing ETA's and order tracking from AS400 and custom locations

## Qualifications for support center representative

* Human Resource exposure preferred
* Exposure to various Software Programs and mainframe a plus
* Demonstrated experience and efficiency using PC software applications
* Minimum of 18 months of experience in PC and software support or related technical training
* Enterprise internal support environment experience preferred
* 1-2 years prior work experience in customer facing role or in technical role preferred