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# Example of Support Center Representative Job Description

Our company is looking to fill the role of support center representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support center representative

* Creating supplier price lists in Excel
* Review emails that come through the Pricing Mailbox / determine the appropriate analyst to forward messages to / follow up actions
* Record receipts and pricing commitment dates
* Verify data on customer price lists
* Handle inbound contacts from potential customers and business partners via telephone in order to process order entry
* Must be available to take calls, be productive, and engage in positive interactions, effectively meeting the needs of the customer and be mindful of customers’ time and availability
* Must have the ability to demonstrate dependability, flexibility and sound judgment by adhering to schedules and meeting all productivity, quality, and performance standards taking ownership for their own actions in all areas
* To assess and correct work orders to ensure their completion and accurate billing
* Handles order exceptions relating to HSD and Phone Provisioning, Porting and Ancillary across multiple vendors and platforms
* Apply all business rules, to ensure the integrity of the work order in an effort to increase completion rates

## Qualifications for support center representative

* Requires the ability to move around the center and maneuver merchandise when necessary
* Office and regional field travel - Limited
* Be able to work a flexible schedule – nights and weekends
* Knowledge and demonstrated proficiency in various PC software applications
* Computer skills with comprehensive knowledge of computer order entry system
* PC skills with working knowledge of Word and Excel