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# Example of Support Center Representative Job Description

Our growing company is looking to fill the role of support center representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for support center representative

* For inbound HVAC service calls troubleshoots issues with the members over the phone and resolves product related issues
* Receives all calls with the understanding that the incumbent is forming the member' s first impression of the company
* Minimizes calls in queue up-sells Home Improvement products and the value of the appointment
* Diffuses and calms agitated customers by relating with them, resolving their complaints and accurately directing their calls to appropriate departments for further assistance
* Partnering with the branch to review completed service work and customer account information
* Ensure pricing is within margin requirements and/or customer specific requirements
* Prepare and submit service billings in a special invoice format as defined by individual customer account requirements
* Process invoice credits and re-bills as necessary
* Keeps customer account information related to special billing conditions, tax status, invoice approval contacts, billing addresses and special billing rates up to date in the service tool database (NxGen)
* Meets all Service Level Agreement (SLA) requirements between the Service Branch Resource Center and the Branch/Region

## Qualifications for support center representative

* Associates or College Degree
* Must be able to work flexible hours to meet customers’ need and management expectations
* Prolonged sitting, up to 10 hours per day
* Prolonged viewing of computer screens, using computer keyboard, up to 10 hours per day
* 2 years customer service or inside sales experience desired
* High school diploma or equivalent with 2+ years of customer service experience is required