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# Example of Support Services Representative Job Description

Our company is growing rapidly and is looking for a support services representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for support services representative

* Takes the lead on obtaining customer proof approval
* Provides recommendations to customers on how to utilize reorder services, best spend opportunities
* Utilizes a multitude of systems to gather, process, log and retrieve, and communicate information
* Creates a positive experience for the customer (internal and external)
* Handles customer issues regarding material services activities, such as Rental, Loans, Return Material Authorization Analysis, Credit Memos Analysis, Core management and also AOG Support
* Analyzes customers’ requests- emails triage, processing and follow-up
* Participate in special projects - Kaizen, customers’ meetings, conference calls
* Controls the returns of unserviceable Parts and constantly updates database ( Core Control )
* Interacts and follows up with several departments/ sites to resolve customer issues concerning exchanges, rentals, part returns stuck in the warehouse, Non-conformities (QMs) including issues of quantities, technical specifications, aircraft model/type, serial numbers
* Continually seeks opportunities in improve process flow and work efficiency

## Qualifications for support services representative

* Must be able to maintain a professional demeanor at all times and display the necessary patience required to serve in an advanced capacity
* Bachelor’s degree with 12 credit hours of accounting coursework
* Experience in staffing complex setting - at least one year in the past three years preferred
* Performs advanced customer service activities and initiatives for a broad range of products and services
* Receives, investigates and responds to customer inquiries regarding products, services and issues via all channels through which customers are served
* Resolves customer service inquiries and issues