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# Example of Support Services Representative Job Description

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

## Responsibilities for support services representative

* Provide correct contacts or transfer ticket to proper team if the question is out of ECC service scope
* Align with customer feedback to improve customer satisfaction
* Provide pro-active implementation advice and guidance which may include suggested services by other organizations or partners
* Provide regular assessments of customer’s current implementation covering the five domains and related sub-domains with a detailed list of issues and recommendations
* Identify key risks and mitigation strategies that may impact the success of the project
* Act as customer advocate internally to ensure proper focus on red account and/or product related issues within Technical Support and Engineering
* Understands and can articulate entire product line and architecture
* Provide product specific functional guidance and best practices across the main PeopleSoft product lines of Sales, Call Center, Marketing and Service
* Develop trusted advisor relationship with key personnel (Business and IT) at customer/integrator
* Provide objective impartial advice to customer in relation to their implementation

## Qualifications for support services representative

* Generally at least 3 years of customer service experience
* Assignments require basic knowledge of a technical or functional area
* Rapid learning and application of new information and concepts within the functional area takes place
* Aeronautical familiarization (Desirable)
* Demonstrate negotiation techniques, and customer services techniques
* Comprehends value based management fundamentals (Shareholder Satisfaction x Customer Satisfaction x Employee Satisfaction), employment law (sexual harassment, disability, discrimination, labor laws)