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# Example of Technical Service Rep Job Description

Our company is growing rapidly and is looking for a technical service rep. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for technical service rep

* Maintains knowledge of Fleet refinishing equipment and techniques
* Respond to customer complaints by working with customer to troubleshoot any issues that may arise with Dawn products
* Elevate most complex technical customer issues to higher level management and/or Technical Sales Reps
* Manage technical relationships with assigned customers
* Provide individual technical support to small to midsized Dawn customers, or work on a team for larger customers
* Have general knowledge of and ability to demonstrate Dawn products
* Train Dawn customers in the use of Dawn products to increase customer access to new and existing product categories
* Contribute to sales activities by providing technical knowledge of Dawn products
* Work with NPD, engineering, manufacturing, and quality control to identify user and/or product issues
* Exhibit excellent safety leadership in the workplace, consistent with company and site Quality, Safety, Health and Environmental goals

## Qualifications for technical service rep

* Understand technical (lab, research, ) principles and practices
* Bachelor’s Degree in Engineering or other relevant technical degree from an accredited university
* 0-1 years of experience, preferably in customer service
* Proficiency in multiple processing systems and browsers, settings
* Partner with all customers despite varied technical abilities
* Experience troubleshooting current operating systems