Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-service-rep>

# Example of Technical Service Rep Job Description

Our innovative and growing company is hiring for a technical service rep. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for technical service rep

* Working closely with Supervisors to resolve customer complaints in a timely fashion
* Write and respond appropriately in all customer interactions
* Manage customer relationships by performing the full range of tech support functions
* Uses common courtesy and discretion to achieve service plan
* Communicate and overcome payments agreements
* Takes accountability for and resolves all payments issues and follow up when appropriate
* Provide on-site expertise of products, their application, and performance
* Monitor paint booth operation of automatic spray equipment (e.g., bells, robots)
* Ensure production readiness and coordinate equipment repairs with Maintenance Department
* Continuously inspect and evaluate painted units for defects (e.g., sags, thin paint, drips, craters) and for proper topcoat application

## Qualifications for technical service rep

* A+ or Net+ certification
* Technical or Associate’s Degree in a relevant field of study
* 5 year of Energy or relevant experience
* Offshore Drilling Platform Safety Training
* BOSIET Certification
* HUET Certification