Example of Account Service Representative Job Description

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

Responsibilities for account service representative

- Being a team player who interacts respectfully and confidently with all internal departments/team members
- Daily utilization of the Corporate CRM systems, creating contact records and maintaining the database-s integrity
- Daily utilization of the corporate order entry system, IQS and SolidJobs
- Reporting process or procedural dismissals by other team members to management
- Demonstrates commitment to Core Values by leading, acting and behaving in a manner consistent with these values
- Maintains clean, professional, and tidy personal grooming.Wears the Company-supplied uniform while completing job duties
- Interact daily with Store owners to arrange ordering, printing, shipping of Ace Circulars
- Provide daily service and troubleshooting to Ace store owner’s inquiries regarding their print program and software
- Maintaining the store attribute databases working with the production agency to create custom store address panels that appear on the back of the circular (imprints)
- Work closely with BSH and Ace team to ensure accuracy of press run and imprints for each month’s orders

Qualifications for account service representative

communication to all levels of staff within the company customers
- 2+ years of industry related experience Financial Industry
- Interested in obtaining Series 7 License
- Must have strong interpersonal skills and ability to respond professionally to urgent or escalated issues
- Must be able to work with detailed reports (proficient in excel, word, power point and outlook)
- Must be able to work independently and with cross functional teams in order to meet deadlines and rectify customer issues