



Example of BDC Representative Job Description

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Our company is growing rapidly and is looking to fill the role of BDC representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for BDC representative

- Outbound and inbound customer phone calls
- Determine each customer's needs by asking the right questions
- Set appointments for sales team and follow up to confirm
- Ensure a positive, best in class customer experience
- Introduce customers to sales team
- Enter customer information into CRM

Qualifications for BDC representative

- Make a high volume of outbound calls
- Communicate with clients via phone regarding automobile service and sales
- Set appointments for dealership visits and pair with service or sales advisors
- Prior Sales, Call Center, or BDC Experience Required
- Great Communication & Customer Service skills
- Strong Phone & Computer Skills