



# Example of Customer Representative Job Description

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Our company is growing rapidly and is looking for a customer representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer representative

- Creates, prioritizes and assigns work orders, and dispatches client personnel, contractors, or outside property management companies to address the work orders
- Determines if a vehicle repair order should be charged to the Fleet budget or back to the Fleet Supervisor (e.g., broken dome lights, battery jump-start)
- Issues and keeps track of purchase orders (e.g., aerial/bucket truck inspection)
- Monitors critical network and environmental alarms
- Handles emergency calls relating to facilities
- Conducts customer satisfaction surveys
- May deal with irate and/or dissatisfied individuals
- Performs purchasing functions including ordering, tracking, and expediting
- Resolves claims and warranty issues
- Ensures that there is a set level of inventory on hand

## Qualifications for customer representative

- Team-player, self-managed, service oriented
- Based in Gaziantep
- Must have a Jordanian Residency
- May be required to possess and maintain a valid driver's license
- Must be able to work or attend training in another location, district or department
- Must successfully complete all aspects of required training within Company

