



Example of Field Support Representative Job Description

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

Responsibilities for field support representative

- Assumes responsibility for at least one specialized duty, mailbox management, specialized processing, wholesale orders and priority accounts
- Assist with, Lead special projects as directed and/or assigned by management
- Insures total customer (internal & external) satisfaction through understanding of customer expectations, proactive problem identification/resolution, and maximizing opportunities to build relationships
- Perform on-site break fix, customer training, configuration of HP digital printing equipment
- Provide service delivery support for local accounts on HP printers
- Demonstrating the website's ordering and non-ordering functionality
- Introducing new site functionality and capabilities
- Escalating customer concerns and feedback to Customer Service, Sales and other cross-functional groups
- Maintaining customer contact feedback and attributes in Salesforce.com Customer Relationship Management (CRM)
- May include new suggestions or suggestions to existing processes or procedures

Qualifications for field support representative

- Must understand the importance of the role that the customer plays in the

- Must have daily access to a computer with Internet connection in order to access route instructions and enter hours worked and use company email
- Territory is Covington, VA
- 3 years of experience in customer service in a fast-paced, high demand environment, with internal and external clients at varying organizational levels
- SAP or other ERP experience preferred