



# Example of Phone Representative Job Description

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

## Responsibilities for phone representative

- Participate in training, where you'll learn all about the Safelite culture, the HCM system, our performance management and compensation planning processes and the tools you'll use to support our associates during this time
- Provide empathetic and professional phone and email support to managers and associates, primarily with general navigation of the HCM, including (but not limited) to the areas of performance management and compensation planning
- Use established procedures and support paths to efficiently resolve issues when possible
- Efficiently identify and summarize customer issues and ensure timely resolution and follow up
- Provide administrative and clerical support as needed
- Be responsible for researching and resolving pension and system issues by understanding which department within the company needs to be communicated with to resolve any issue
- Interact with various levels of management within the organization for escalated or key account issues
- Provide day to day exceptional customer service with prompt and professional responses to client and internal inquiries via phone and email
- Manage client relationships by communicating expectations, procedures and timing standards
- Understand and convey the general functions and procedures of all departments within the company including Loan and Distributions, Conversions, Trust, Finance, and sales to clients

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- Makes discretionary decisions in granting extensions and deferrals
  - If you are not familiar with the Series 7 and 63 it is recommended that you visit [www.FINRA.org](http://www.FINRA.org) where you can search for information on the registrations the exams associated with this role
  - Wireless voice/data technical support
  - Must be able to read, speak and write Spanish and English fluently
  - Must pass the pre-employment Drug Test
  - Demonstrated ability to complete projects and assignments accurately, despite a large workload, competing demands and a fast paced environment