



Example of Support Center Representative Job Description

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Our company is growing rapidly and is hiring for a support center 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 support center representative

- Monitors field technician's locations and routes throughout the day
- Amount of time spent in Sales, Customer Service and Operations/Training will be variable based on day to day business needs
- Providing coaching and training to part-time Reps for compliance in IVR, Call Reports, Training
- Execute outbound calls for the purposes of quality assurance checks and customer surveys
- Answers incoming telephone calls to provide desired service to internal and external customers
- Responds to incoming emails to provide desired service
- Enters customer orders in an efficient and accurate manner paying close attention to pricing and location to reduce the quantity of errors and returns
- Enters credits accurately and in a timely manner to reduce negative impact on customers
- Communicates effectively with internal and external resources such as product vendors, via phone, email, and website, to service customer needs in a timely fashion
- Works with internal customers (Outside Sales Representatives, branch, store, operations, and distribution personnel,) to improve the order-to-delivery process and make it seamless to the customers

- Working knowledge of PC's and packaged software, , internet business application usage
- Ability to work independently or in a group or team
- Intermediate knowledge of Service Manager for call logging and closure
- Demonstrated proficiency in Microsoft Office, including Word, Excel, and Outlook
- Must have the ability to lift and carry 50lbs, work in an environment that requires physical demands such as climbing ladders and running cabling underneath desks, etc
- Electronic technician, electromechanical technician and / or engineering student)