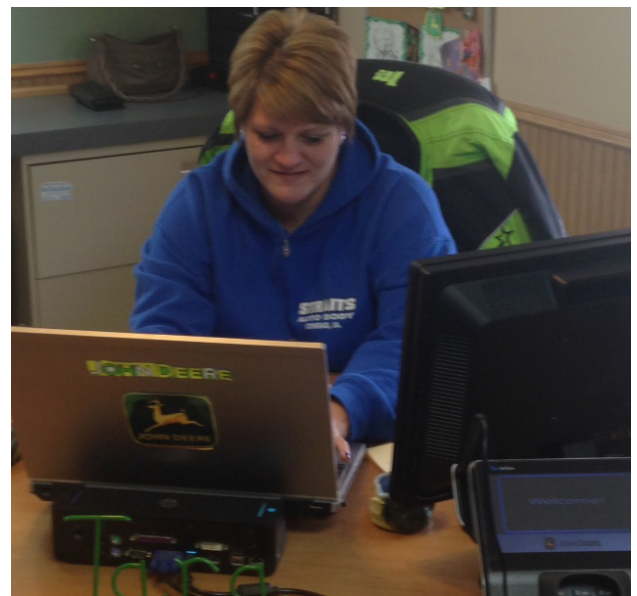


# DEALER SERVICES REPRESENTATIVE

A Dealer Services Representative is the primary contact between two companies in a business to business relationship, often between larger suppliers and smaller distributors. Dealer services representatives support the dealers and field personnel with resources, answers and information through verbal, written and electronic communication channels.

## WHAT RESPONSIBILITIES WILL I HAVE?

- Respond to incoming communications from dealers, customers, and field personnel via phone, e-mail, and other communication methods
- Forward incoming communications to the appropriate person(s) if the request is beyond the representative scope of familiarity or responsibility
- Enter a summary of each incoming communication into a log to ensure each request is handled
- Generate a weekly report detailing frequent issues brought up by dealers
- Provide structured training to dealers and field personnel in using electronic resources
- Assist and encourage dealers to use available electronic resources to resolve issues
- Work with leadership in the development and maintenance of electronic and printed resources
- Build relationships with dealers and serve as intermediary between them and your company to initiate positive changes
- Assist with preparing and distributing monthly and special dealer mailings



## WHAT EDUCATION & TRAINING IS REQUIRED?

High school diploma; Associate's in business preferred

## THE FOLLOWING HIGH SCHOOL COURSES ARE RECOMMENDED...

Agricultural education, mathematics, business and computer courses, personal finance

## TYPICAL EMPLOYERS

Companies with various branches that sell their products: equipment dealers, parts retailers, insurance, finance, software or feed companies

## FUTURE JOB MARKET/OUTLOOK



## SUGGESTED PROFESSIONAL ORGANIZATIONS & ASSOCIATIONS

- Agricultural Retailers Association
- North American Equipment Dealers Association

## AVERAGE ANNUAL FULL-TIME SALARY

\$38,000