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## Sample roles and responsibilities template

Job title

Role overview

Responsibilities and duties

Job requirements

Reporting to

## Examples of roles and responsibilities templates

### Software developer

#### Role overview

The software developer collaborates with the development team to design, build and maintain software solutions. The role supports the organization's technology infrastructure by developing new applications, improving existing systems and assisting with integration projects.

#### Responsibilities and duties

- Develop and maintain software applications
- Update existing programs to improve performance and functionality
- Participate in system testing and validation processes
- Collaborate with development teams and project managers
- Analyze technical specifications to support system implementation
- Assist internal teams or clients with software troubleshooting
- Maintain documentation related to software development activities

#### Job requirements

- Bachelor's degree in computer science, software engineering or related field
- Knowledge of software development life cycle processes
- Experience with programming languages such as Java, JavaScript, C++ or Python
- Analytical and problem-solving abilities
- Experience collaborating with development teams

#### Reporting to

Senior developer or lead engineer

## Customer service representative

### Role overview

The customer service representative assists customers by responding to inquiries, resolving concerns and providing information about products or services. The role supports positive customer experiences through responsive communication and accurate issue resolution.

### Responsibilities and duties

- Respond to customer calls, emails and messages
- Provide information about products and services
- Process orders, returns and service requests
- Record customer interactions and feedback
- Address customer concerns and escalate complex issues
- Collaborate with team members to support customer satisfaction

### Job requirements

- Secondary school diploma or equivalent
- Previous experience in customer service or client support
- Strong communication and organizational abilities
- Ability to manage multiple customer requests
- Familiarity with computer systems and support tools

### Reporting to

Customer service manager



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## Human resources manager

### Role overview

The human resources manager oversees employee programs and policies that support organizational operations. The role guides recruitment, employee relations and performance management initiatives while supporting workplace culture and compliance.

### Responsibilities and duties

- Manage recruitment and hiring activities
- Support employee relations and workplace policies
- Oversee performance management programs
- Coordinate compensation and benefits administration
- Maintain human resources documentation and systems
- Collaborate with leadership on workforce planning

### Job requirements

- Degree in human resources, business administration or related field
- Experience in human resources leadership roles
- Familiarity with human resources systems and reporting tools
- Knowledge of employment regulations and workplace policies
- Strong communication and organizational abilities

### Reporting to

Human resources director

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