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# Example of Agent Associate Job Description

Our company is hiring for an agent associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for agent associate

* Assist in recruitment, training and support of volunteers
* Help in facilitating applied research in alternative agriculture through data collection and plot evaluation
* Provide support to all UME-St
* Participate as a team member with other faculty and staff to conduct educational programs that meet the needs of agricultural producers in St
* Present topics and lead discussion at meetings, workshops and other program activities as needed
* May perform general office/secretarial tasks such as ordering standard program supplies
* Participate in professional development opportunities to keep abreast of current research, educational methods, administrative procedures
* Troubleshooting Lifeline equipment issues by conducting daily test calls with customers
* Writing and updating incident reports and customer files with accuracy and procession
* Providing exceptional customer service showing compassion and care

## Qualifications for agent associate

* Handle off hours escalations, service calls and other maintenance tasks
* Primary responsibility to troubleshoot and resolve software issues
* Work with level 3 product support to acquire product patches and new standard versions for delivery to customers
* New Software Installation, Maintenance bug fixes and system upgrades for Customer Hosted locations
* Provide courteous assistance and technical support to Customers via phone/email/web, to resolve issues related to the installation, functionality, and usage of our Products
* Maintain an accurate record of activities using CRM software