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# Example of Agent Support Job Description

Our company is growing rapidly and is looking for an agent support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for agent support

* Explaining processes and products
* Effective communication both spoken and written
* Attention to detail ensuring high levels of accuracy
* Treating customers with respect and dignity
* Assessing their individual circumstances and providing the best advice
* Ensuring we address all point to avoid duplicate contacts
* Serving as first point of contact to handle and resolve our most important player inquiries via email
* Achieving customer satisfaction, quality, and productivity metrics
* Utilizing CRM tools to investigate and respond to player inquiries
* Identifying and escalating in-game issues for research, while being a strong player advocate

## Qualifications for agent support

* Must be certified to operate a forklift or obtain certification within 30 days of hire
* Must be able to demonstrate ability to type 35 wpm
* Must be able to learn and demonstrate ability using the Maintenance Inventory
* Management system (TRAX), and other computer systems as necessary
* Previous experience with TRAX
* Current forklift certification or ability to obtain certification within 30 days of hire