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# Example of Agent Support Job Description

Our company is growing rapidly and is hiring for an agent support. 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 agent support

* Perform light data analysis using database tools
* Perform basic product administration as requested by customers
* Contribute product knowledgebase articles for customer portal
* Participate and contribute in support and product development meetings
* Provide proactive property performance reporting to Property Managers as needed
* Create projects, tasks and budgets in Oracle
* Offer support the managers in their daily project follow-up
* Update project budgets
* Understand customer contracts to ensure proper billing
* Prepare and monitor reports for managers according to their needs

## Qualifications for agent support

* Broadband speeds of 15 MBPs down/1 Mbps up
* You must have a USB headset with a microphone
* Home office setup – at least one external monitor (dual monitors are highly recommended), mouse, and keyboard
* You must have a workspace where you can work, uninterrupted by children, pets, or other environmental factors
* Mobile phone with text messaging capability
* One year of relevant inventory, shipping and receiving experience