Downloaded from <https://www.velvetjobs.com/job-descriptions/assistant-customer-support>

# Example of Assistant Customer Support Job Description

Our innovative and growing company is looking to fill the role of assistant customer support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for assistant customer support

* Coordinate with VOD team for timely processing of customer content encoding
* Customer specific metadata entry (data entry/manipulation/validation)
* Image processing for customer specific needs (crop/resize/color mode/file format)
* Quality Control of metadata delivery to specific customers
* Assist in the preparation of customer programming carts and related materials
* Weekly processing of incoming customer data
* Actively participates in group discussions and meetings
* Disseminates appropriate information to department as needed
* Ad Hoc duties to support administrative tasks of the department
* Training will be in Irving, TX for the first 4-6 weeks, then move to Plano location

## Qualifications for assistant customer support

* A track record of success in meeting customer needs
* Follow a self-managed programme of continuous development and meet the standards of regular competency testing
* Expertise in use of IT systems and associated applications
* Bachelor’s Degree in Industrial Engineering, Business Administration or related field from an accredited institution
* Minimum of 1 years of working experience in customer service function
* Must be familiar with PDO products and their applications