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

# Example of Assistant Customer Support Job Description

Our company is searching for experienced candidates for the position of assistant customer support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for assistant customer support

* Prepares reports as per requirements
* Be the first point of contact to our customers and providing a high level of support to our global customers requests and queries
* Evaluate incoming communication using initiative through various entitlement validation methods to progress customers and to log incidents in our Incident Management System distributing these to certified engineers responsible for Vendors
* In addition, you will also be responsible for managing the logistics of our Hardware service, identifying diagnosed hardware incidents, selecting stock, and organising onsite technical engineers to aid the replacement of customer defective hardware within contractual SLAs
* Manage supplier relationship and expectations and deliver a high level of customer service over the telephone
* Ensure all invoices are processed and paid within the agreed terms
* Ensure clear communication between supply team and supplier
* Assist credit control with queries and ad hoc problem resolution on behalf of the supplier and internal customers
* Build knowledge and develop understanding of suppliers and locations
* Work closely with supply, to build full understanding of the supplier and the location

## Qualifications for assistant customer support

* Responsible for recording issue and all follow up actions within Call Tracking tool
* Perform Initial troubleshooting analysis utilizing available resources including Knowledge repository tool
* Resolve problem/service requests as per skill sets and Knowledge Tool instructions
* Dispatch problem/service requests to next level of support as necessary
* Verification of problem/service request resolution and customer satisfaction
* The Service Ambassador is responsible for the delivery of the service, and the action items necessary to implement the organizational strategies