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# Example of Associate Customer Support Job Description

Our growing company is looking to fill the role of associate customer support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for associate customer support

* The Associate CSM is responsible for the overall success and relationship between the Customer’s Operation, Motorola Subcontractors, and Motorola
* Work closely with the Motorola Program Manager (PM) to provide a smooth transition from project implementation to warranty support and service delivery
* Create customer and service provider Statements of Work
* Execute contract documents and obtain customer purchase orders
* Manage the service contract renewal process for all assigned lower complexity service agreements
* Installation Agreements (write-up, obtain PO, and manage)
* Provide email, phone, SMS, Twitter support to customers and restaurants
* Strategically think about operational improvements and efficiencies
* Answering the general support phone line the faculty support inbox to assist customers
* Act as a first point of contact for customer and agent support queues

## Qualifications for associate customer support

* Comfortable with 24/7 shifts
* Must possess at least a Bachelor’s degree or equivalen/ others
* Minimum 1 year contact Centre expertise and proven technical ability
* Available to attend 6 weeks of required training on a fixed schedule that may include weekends
* No RV experience required, only a deep desire to LEARN
* Energy and enthusiasm to help our customers find the products they need