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# Example of Business Support Associate Job Description

Our company is growing rapidly and is looking for a business support associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for business support associate

* Maintain a high level of support to BRS via a database and by telephone
* Help test new system upgrades, draft communications and help with projects
* Produce statistics and analyse specific information for the BRS Methods team and more widely on a monthly basis
* Proactively chase and support users on various issues
* Update ‘help’ material in our support databases to reflect changes in the systems
* Assist senior members of the team with the implementation of projects that support team objectives including testing system developments and fixes
* Regularly carrying out detailed checks and dealing with queries
* Create required work orders, RCR's, Instream request in order to manage changes through the varied technical work-flows
* Analyzes data issues with files that are negatively impacting CLS Operations, determine best approach to resolve issues
* Escalates production issues to that appropriate business partner to facilitate review and correction

## Qualifications for business support associate

* Proven ability in working with different stakeholders at various levels of seniority
* Be able to work as part of a small team working in various locations
* Moderate credit skills/experience
* Basic to moderate level of MS Office Suite (Word, Excel, PowerPoint) experience
* The Group has a strategic objective to be the ‘Leading International Business’ which builds on our global network, recognises the increasing globalisation of the world’s economy and the increased value of international customers
* Mandarin speaking required