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# Example of Credit Support Specialist Job Description

Our company is growing rapidly and is looking to fill the role of credit support specialist. 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 credit support specialist

* To provide detailed, factual information and direction to internal customers, via telephone, about policies and procedures regarding Class products
* Provide immediate and efficient response to enquiries within the realm of current knowledge
* Read and interpret legal and internal credit documentation
* Accurately enter extracted data from credit documents into the credit infrastructure systems
* Manage the workflow of tasks / activities, queries, issues and requests made to the team, including identification, prioritization, and escalation where appropriate
* Produce and monitor various exception reports adding commentary and resolving discrepancies as needed
* Contribute toward team goal of meeting Key Performance Indicators (KPIs)
* Research and resolve inquiries in a timely fashion
* Actively participate in process improvement and other Organizational initiatives
* Various other tasks

## Qualifications for credit support specialist

* Work experience in a lending environment
* Ability to make rational decisions
* Ability to work independently, take initiative, problem solve
* Ability to multi-task ( talk, navigate and type simultaneously)
* At least two years of commercial banking experience or two years of retail banking experience
* General experience with related credit systems such as ARC, Client Central, eClips, Exposure Now