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# Example of Customer Support Advisor Job Description

Our growing company is searching for experienced candidates for the position of customer support advisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer support advisor

* Raise PPM orders as and when required for contract renewals
* To produce and maintain Customer Service performance reports
* To process incoming engineers post
* Ensure that Kier Core Values are enforced
* Providing operational and subject matter expertise to team members
* Delivering coaching support and guidance
* Supporting the induction of new employees
* Providing an alternate escalation point for issues
* Substituting for the Team Manager in the Team Manager’s absence
* Supporting the Team Manager in regard to performance management activities

## Qualifications for customer support advisor

* Selling add on products such as guide books
* To assist in the managing of queues and admissions areas when required
* Demonstrable IT literacy with Microsoft Office, particularly Excel & Outlook
* To liaise with resource managers to provide feedback and seek direction on the effective deployment of resources
* To record and schedule sickness and absence, updating various excel spreadsheets and AskHR
* Provide engineers with effective work schedules