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# Example of Customer Support Agent Job Description

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

## Responsibilities for customer support agent

* Perform the necessary operations activities such as opening client accounts, actively managing fraud, as needed to assist customers
* Build trust with our users by adhering to the regulatory, risk management, and legal obligations that come with operating in the banking industry
* Be able to think outside of the box, composing thoughtful, personalised responses for a variety of customer requests
* Respond to requests, questions and issues received from customers via phone and/or email
* Accurately and thoroughly document information in the company’s database(s) about each contact handled (email, inbound and outbound calls), following defined parameters
* Support all consumer contacts in the specified native language
* Provide support to WU agents located in US and Canada with Settlement (debits, credits, refunds), Reporting and Commission inquiries
* Providing initial triage technical support (basic technical issues)
* Answer high volume of support calls for Property Management Systems (Opera, Suite8, BART) or Point of Sales (Simphony, RES products) in a timely manner
* Knowledge of the Fair Credit Reporting Act in response to consumer requests

## Qualifications for customer support agent

* Able to multitask and prioritize effectively within guidelines preferred
* Advanced level of English/Italian or English/French language
* Proven multi-tasking and problem resolution ability in a fast paced environment
* Excellent written and verbal communication skills in German language, calm and methodical approach, active listening skills, listens to the customer, responds with appropriate feedback
* Strong verbal fluency in English
* Passion for providing phenomenal customer service