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# Example of Customer Support Associate Job Description

Our company is growing rapidly and is looking for a customer support associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer support associate

* Solicit sales of new or additional services or products
* Engage with our internal and external customers to resolve issues
* Maintain up to date information on problem resolution in Salesforce and keep customer and Team Lead up to date on resolution status
* Should have a basic understanding of accounting concepts
* Should have a basic knowledge of foreign exchange and derivative banking operations
* Prior work experience in Supporting Customer on a Treasury and Capital Market product is preferred
* Prior work experience in FX and Treasury Operations would be preferred
* Should be very good at analytical and problem solving skills
* Should be willing to travel locally on short term assignments
* Should be fluent in English and Mandarin

## Qualifications for customer support associate

* Ensure that all behaviors complies with health & Safety Directives
* Exposure within a retail environment would be of interest, however not essential
* Work experience related to healthcare or medical devices preferred
* Able to demonstrate flexibility and adaptability regarding daily tasks and duties
* High School Diploma or GED is required – Bachelor’s degree is preferred
* A minimum of 2 years’ experience in a Customer support function with demonstrated ability to address customer questions and concerns