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# Example of Customer Support Associate Job Description

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

## Responsibilities for customer support associate

* Execute on core operational tasks, resolving problems based on standard business practices and procedures
* Able to analyze situations or data and apply basic core business knowledge to achieve resolution
* May partner cross-functionally with Planning, Shipping and Logistics teams to ensure on-time shipment of expedited orders
* May partner cross-functionally with Internal departments to resolve pricing inconsistencies and ensure on-time order entry and delivery for customers
* May handle phone and email inquiries with internal and external customers to provide direction or solution
* Will use professional concepts and apply company policies and procedures to complete tasks and resolve routine issues as assigned
* Scheduling and expediting work orders
* Defective product management, process PO change requests
* Act as liaison between sales and material planning group through involvement in shortage calls, quality problems, programming
* Assist with the overall customer service and account management/strategy by partnering with Sales/Marketing Representatives to troubleshoot customer concerns, acting upon a variety of branch level reports, and working on other assignments as needed

## Qualifications for customer support associate

* Ability to translate changes into useful information for wider team members to understand
* Beyond English, we often receive support cases in Dutch, Spanish, Portuguese (Brazil), German, French, Mandarin, Japanese, and Swedish
* Will be working alongside approximately 40 other professional Customer Support Associates led by three Team Leads
* Intermediate level knowledge of office tools MS Excel
* Exceptional customer service background
* Integrity and ability to maintain confidentiality and personal credibility