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# Example of Customer Support Executive Job Description

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

## Responsibilities for customer support executive

* Serve as the feedback loop/connective tissue between customers, product management, and engineering
* Define and optimize the customer lifecycle and map the customer support journey with a focus on metrics
* Drive renewal rates and expand our services revenue in accounts though cross-sell and up-sell through collaboration with sales teams, implementation/delivery professionals and business leaders
* Collaborate across and within GED to build strong customer loyalty and satisfaction programs
* Maintain and expand highly effective working relationships with customers/users, stakeholders, vendors and partners to integrate strategic support and continuous improvement plans into overall strategic objectives
* Drive a customer success culture and effectively act as an internal customer advocate at the executive level, exposing the customer’s pain points and opportunities at high levels of the organization
* Provide key strategic voice of the customer input to the commercial and engineering leadership team, aligning the customer’s key imperatives with the PS software solutions annual and long term goals
* Enhance existing support strategies and develop new strategies to improve customer interaction and contact deflection
* Drive improvements and initiatives in partnership with relevant stakeholders or business owners to resolve support issues, failures or adverse feedback from clients
* Mentor, coach and develop team members to increase their effectiveness employee engagement by creating a continuous learning and collaborative environment

## Qualifications for customer support executive

* Enhance a working customer support model for all current offerings and develop the interface between the various support levels, professional services back into the sales and product development teams
* Achieve a successful model which can be implemented and repeated effectively in all global markets
* Develop the capability to achieve Key Performance Indicators
* Develop, implement and operate with the tools and metrics of a world class customer support organization
* 10+ years’ experience in business systems or product support including working with all aspects of software development lifecycle (requirements to post release validation)
* 5+ years’ experience building and leading complex and large professional teams