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# Example of Customer Support Specialist Job Description

Our growing company is hiring for a customer support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer support specialist

* Promote positive customer service
* Multitask in a fast paced, interrupt driven, environment
* Processes refines and lubricant orders accurately and in timely manner
* Handles set-up, maintenance and update of StarCard customer accounts
* Handles customer inquiries for Order-to-Cash on credit concerns (eg
* Works with different business units including but not limited to Retail, C&I, Lubricants, Card Marketing, Pricing, Credits, Transportation & Operation (T&O) in resolving customer issues and concerns
* Answer and resolve merchant inquiries regarding equipment, balancing, card processing, and a variety of customer concerns
* Set-up, maintain and support of 2000+ merchant accounts
* Provide total customer care to all inbound customer calls, including collection, credit decisions, updating account information as appropriate, and follow all departmental policies and procedures
* Initiate outbound calls to merchants and cardholders to address various items

## Qualifications for customer support specialist

* Used to work with procedures, instructions and process workflows
* International commercial knowledge
* 2-3 years experience in servicing customers
* Extensive knowledge of bank operations, their systems and procedures
* Possess excellent knowledge of computer systems and PC applications
* Experience working with computer systems, PC's, and networks