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# Example of Customer Support Specialist Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer support specialist. 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 specialist

* Collaborate with the Communications department to create Agent-facing communications for any announcements made by Finance (e.g., policy changes)
* Create Customer Support policies and procedures
* Work with the Director of Operational Finance to create reporting around Customer Support (e.g., responsiveness, satisfaction, first contact resolution)
* Serves as escalation and helpline to call center for security and/or fraud related events
* Completes detailed diagnosis of member inquiries regarding potential identity theft and/or account takeover events
* Takes appropriate steps to secure member accounts and provides members with guidance and education related to identity theft protection and restoration
* Inbound and Outbound calls related to confirmed fraud and/or suspicious activity and takes appropriate action for resolution as needed
* Anticipate and perform administrative duties to meet needs of Global Customer Fulfillment Specialist and Parts Fulfillment team
* Screen and prioritize incoming requests, received via phone or email
* Process orders and quotes entry, validation and booking in accordance with applicable Order Rules

## Qualifications for customer support specialist

* The CISSP or MCSE qualifications would be useful for this role
* Highly motivated with ‘can do’ attitude, positive minded, energetic & proactive
* Act with honesty & integrity
* Be well organised and able to remain calm and focused under pressure
* Rational thinker
* Be flexible to working unsocial hours at times to manage escalations during weekends