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# Example of Customer Support Job Description

Our company is growing rapidly and is hiring for a customer support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer support

* To provide comprehensive support to the sales team
* Delivery outstanding customer service
* Providing technical support to existing clients
* Liaising with new clients and other departments
* Track records and all correspondence
* Manage local relationship with the existing SCM vender and client sourcing offices to ensure these are well maintained
* Develop relationship with the new shippers and client sourcing offices in connection with the new client implementation
* Independently drive sales target with the full range of Damco product and service offerings, in line with the NAS regional/local business strategies and growth plans
* Be the local prime mover on shipper education for projects related to systems and new procedures, Damco Shipper Portal, 10+2
* Provide subject matter expertise for the market insights in terms of local regulations and practices, key trends the competitive situation

## Qualifications for customer support

* Solid related experience preferred
* Support and assist all CFT resources (Tier 1 and Tier2), help them in performing their daily tasks effectively
* Proven technical experience in customer facing functions primarily focused on defining or supporting and implementing solutions preferably within the technology and travel sector
* Proven programming experience for both problem solving and the ability to write short query scripts
* Must have / gain SC clearance
* Operational role can only be delivered from NHS approved secure location