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# Example of Customer Support Job Description

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

## Responsibilities for customer support

* Execute solutions that enable the organization to achieve its goal
* Respond to customer inquiries (phone, fax, mail, email)
* Process customer payments and refunds
* Coordinate account adjustments to reconcile accounts, as required – check all aspects of an account
* Professionally and efficiently assist TS in their efforts to troubleshoot, and resolve customer complaints
* Responsible for implementing cost-effective, high-value solutions for supporting customers
* Help TSS’s meet and exceed key performance metrics such as customer response time, issue resolution time, and departmental efficiency
* All about us
* Guide the Client Implementation leader in preparations for and execution of high-profile implementations (e.g., strategizing on key messages and tactics to drive success)
* Optimize the deployment of CST members in the field (e.g., Member Sales Representatives), working in conjunction with Commercial Markets leaders (e.g., Sales Directors, VPs, SVP's) to develop resource allocation strategies

## Qualifications for customer support

* Experience and knowledge of Networking protocols
* Knowledge in Database Management is advantageous
* Knowledge of the concepts, practices and procedures of the client service representative field
* Meeting facilitation, presentation and training experience preferred
* Strong commercial awareness with a passion for customer satisfaction and service excellence
* Business acumen across all Damco service offerings and the ability to link the right product with the specific business development opportunity