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# Example of Specialist, Customer Support Job Description

Our company is searching for experienced candidates for the position of specialist, 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 specialist, customer support

* Provide level 1 support for storefronts and fulfillment (order tracking, login issues, site navigation, simple technical issues, content updates)
* Service applications corresponding system and software changes
* Assists with identifying root cause of problems
* Prepare and analyze regular statistics
* Provide detailed research results on client requests
* Reading and using schematics to help provide general technical assistance to both internal and external customers
* Asking questions and using operations manuals to accurately diagnose problems and walking the customer through the solution
* Entering service requests to dispatch a technician to fix equipment when needed
* Processing customer warranty or billable parts orders or returns
* Monitoring Oracle Business Intelligence (OBI) to assess daily open order reports and resolve any open and back order issues or orders with an on-hold status

## Qualifications for specialist, customer support

* A driven, self-motivated individual who demonstrates passion and enthusiasm
* Customer centricity and ability to drive a first class service organization
* Proactive approach to customers
* Post-secondary education in a related field, or equivalent combination of education and experience
* 1-3 years of experience with strong customer service orientation with a keen sense of urgency and priorities, doing what is necessary to resolve customer issues
* Proficient use of technology including Microsoft Office, Outlook is essential