Example of Agent Support Job Description

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

Responsibilities for agent support

- May provide support for MADO transactions (data validation, data entry)
- To undertake other duties as requested by Managers in order to develop your skills
- Complete accurate manual entry of data, from multiple sources, as required by the implementation process
- Analyze reports produced through the implementation process to identify and make corrections as necessary
- Document issues encountered through the implementation process using account management tools, such as Salesforce
- Review complex orders and Statements of Work to confirm that all services being provided have been properly requested
- Perform peer review of the work produced by teammates to ensure it meets department quality standards
- Communicate with clients to resolve complex issues with their submitted conversion materials, as required
- Meet strict deadlines and manage multiple projects within a short time frame
- Communicate with management regarding the status of assignments and any obstacles encountered that may hinder the achievement of designated goals

Qualifications for agent support

- Professional attitude and meticulousness
- Autonomous and resourcefulness

- A good understanding of computing Operating Systems such as Apple MacOS, Windows 7, 8 and 10, networking, peripheral devices such as printers, MP3, routers
- College or certificate diploma in administrative support or technical diploma with relevant experience