



## Example of Associate Customer Support Job Description

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Our company is growing rapidly and is hiring for an associate customer support. To join our growing team, please review the list of responsibilities and qualifications.

### Responsibilities for associate customer support

- A full time career starting early October
- An inclusive environment for all employees
- Actively make outbound calls to prospective customers (both cold and warm) in line with set KPIs
- Work through personal Telesales dashboard in Infusionsoft ensuring all leads are actioned and next steps followed on time
- Achieve both personal and team KPIs for resolving customer queries within set KPIs
- Achieve both personal and team KPIs for growing the business and increasing sales
- On the phone handling of customer queries and complaints
- To support new and existing customers through all interactions – both positive and negative, in a professional manner and customer centric manner
- Use own initiative to identify and follow up opportunities with companies who are not already on the database
- Work collaboratively across the team to achieve team targets

### Qualifications for associate customer support

- Skilled in multi-tasking, organization and prioritization
- Demonstrated ability to act as a calming and settling influence in tense situations

- Experience of working in a Finance or Admin function or customer service function
- Ability to maintain performance in line with SLA's
- Be able to share knowledge with the team on key changes and help with the transitions