



Example of Client Support Specialist Job Description

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Our company is growing rapidly and is hiring for a client support specialist. 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 client support specialist

- Respond professionally and timely to client incoming phone calls and/or emails
- Investigate, research, analyze and test outcomes in order to resolve client questions and/or problems correctly
- Ensure you are providing Service Excellence during each interaction with internal and external clients
- Maintain appropriate records of client contact through the CRM
- Maintain the service organization's standards that are set by regional and corporate management regarding call and case handling
- Handle critical and/or escalated client issues which may require working directly with additional ADP Service hubs
- May participate in developing documentation
- Resolving client queries, issues and requests to their satisfaction within agreed service levels
- Identifying, suggesting and implementing service, process and product improvements
- Managing email caseloads whilst being available to answer client phone queries

Qualifications for client support specialist

- Must be deadline driven to ensure timely completion of tasks

- Experience supporting 3D artists and software developers or working in a creative environment a plus
- Strong skills in Linux operating systems (CentOS primarily) and/or Macintosh operating system (OSX)
- Windows 7 operating system experience a plus
- A+ Certification or MCDST Certification is a plus