



Example of Client Support Specialist Job Description

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Our growing company is hiring for a client support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for client support specialist

- Assist with the creation of training tools such as reference guides and multimedia learning tools
- Census processing
- Monitor live sports from around the world
- Provide fast and accurate customer service
- Learn our platform and advanced troubleshooting of our streaming architecture
- Research, resolve, and/or escalate questions/issues received via telephone calls, emails, and callbacks in accordance with current standards, to ensure customer productivity
- Acquire and maintain current knowledge of Point-of-Sale product offerings and support policies in order to provide technically accurate solutions to customers
- Enhance procedures and developing methods to improve operation efficiency
- Must be able to handle multiple tasks/projects with adherence to deadlines
- Must be willing and available to work weekends, off-hours and holidays during which company business is conducted

Qualifications for client support specialist

- Analytical approach to problem solving and decision making
- Able to quickly assimilate and retain new information
- Professionalism and conscientiousness
- Effective team player who is able to contribute to team culture and targets

