



Example of Client Support Specialist Job Description

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Our growing company is searching for experienced candidates for the position of 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

- Respond to daily support inquiries via email and telephone as needed
- Review and evaluate support inquiries and escalate issues where required
- Initiate follow-up both internally and with customers to ensure full resolution of problems and requests
- Anticipate customer and internal deadlines in order to independently manage and organize workload
- Gain a high level of understanding of system functionality in order to provide training and guidance to customers
- Formulate innovative and efficient solutions when evaluating complex and often unique customer issues
- To ensure full and accurate details of all incident/requests are taken and recorded into a call management system
- Answering and responding to incident/requests within agreed SLA's
- Investigating and taking ownership for client issues
- Gathering required information to assist in resolving incident/requests

Qualifications for client support specialist

- Adobe Creative software (Creative Suite and Creative Cloud) is required
- Technical proficiency in relevant operating systems, applications and/or languages is required
- Programming and debugging proficiency may be required
- Excels at communicating via printed material, on the telephone, and over

- Frequent solution provider for prerelease support problems