



# Example of Client Support Specialist Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

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

- First contact software support – Venuemaster, Ticketmaster Pro, Access Manager and third party interfaces
- Escalation of cases to other departments and third party suppliers
- Escalation of cases to the Client Support Manager where necessary
- Ensure regular client contact is maintained
- Ensure all work time is recorded accurately
- Updates to client's websites – graphics and content
- Basic data extractions for clients
- Pre-Match access control checks
- Some travel to client sites and other offices
- Any other duties and projects as required by Management

## Qualifications for client support specialist

- MAC Hardware and Software experience required
- Candidate must successfully pass a Written Exam and successfully complete the required Qualification Board which is normally held 3-4 weeks after arrival
- 1 years experience in customer service and support required, more experience will be given preference
- Experience in Microsoft Windows, Office Suites (Outlook, Excel, Word) and Internet Explorer
- Ability to handle customer issues in a professional manner

