



# Example of Consultant Support Job Description

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

## Responsibilities for consultant support

- Query and generate reports to support the Sale team from Oracle and Siebel systems
- Manage communications with EFX legal department in order to make sure legal matters are handled appropriately including setting up NEQ's including AskLegal, AskData
- Manage communication with EFX operations team to ensure contracts and agreements reflect their level of effort and understanding
- Work with Project Management resources to ensure that projects items are updated appropriately
- You will provide support to our real estate agency clients with the management of their MyDesktop database
- Assisting clients with queries and questions in relation to the successful use of the system
- Ensure there is follow up on all client correspondence, both via email and phone
- Provide office webinar training to clients on the system when required
- Liaise with Domain Account Managers and Sales Managers in regards to any new sales enquiries
- Provide technical support including assisting with system navigation, reporting errors and more

## Qualifications for consultant support

- Have advanced knowledge of MS Excel and the ability to present findings in

- A Bachelor's degree in the applicable field of study
- Three years of customer service or call center experience required with automotive experience preferred
- Ability to work independently, efficiently and meet all internal and external time commitments
- Excellent interpersonal skills with proven ability to influence, defuse, reconcile and remedy customer issues (conflict resolution) to create a win-win solution