



Example of Customer Care Support Job Description

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

Responsibilities for customer care support

- Establish, review, and update processes and behaviors for associates to identify, fine tune and resolve customer issues before our users experience them or on the first contact in a manner that produces an improved customer experience and eliminates the need for repeat contacts
- Discover which processes yield the best business results and target those that need improvement
- Drill down into workflow data and filter by process types, users, roles, departments to get answers
- Discover and document existing workflows, review who's doing the work and view how long it takes to complete
- Manage the resolution process with each airline reservation system and Indirect Distribution system to achieve best results for all SCH brands
- Ensure that the rates are viewable and bookable in systems
- Selects correct processes from clearly prescribed rules, past practices or instruction
- OR -Wednesday and Thursday)
- Identify, investigate, and reconcile customer payment differences within timeframes established in Revenue Support Analyst core responsibilities
- Respond to customers inquiries in a contact center/call center environment

Qualifications for customer care support

- Call center, technical support, customer service and/or sales experience preferred

- Minimum of 3-5 years' experience in manufacturing customer service
- At least one year as Technical Support preferred
- Solid understanding of support technologies and processes
- Demonstrated ability to apply a systematic approach to problem solving through analysis of the problem and evaluation of alternative solutions