



Example of Customer Care Support Job Description

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Our company is looking for a customer care support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer care support

- Proven ability to multitask while maintaining a high attention to details
- Identify customer's adverse events as reported by the customer
- Come service experience to the customer
- Research software license agreements, renewal history and identify upcoming SMS contract renewals
- Create SMS contract renewal Quotes and send them for customer review
- Follow-up with the customers to ensure their acceptance of the Quotes and submission of corresponding purchase orders to meet our renewal metrics
- Work closely with the customers to address their concerns and questions while using the escalation and approval chain to obtain needed help and approvals for any changes
- Collaborate with internal AspenTech resources
- Document all external and internal communications action plans for each pending SMS renewal Quote, using the Quote tracking form in the Customer Service CRM system
- Maintain the accuracy of the support entitlement data in the Customer Services CRM database

Qualifications for customer care support

- Experience in documenting current and future business/operations processes
- This role requires exceptional problem solving skills, the ability to think both analytically and creatively, strong relationship development, negotiation and

- Ability to analyze multiple disparate data sets and produce actionable insights
- At least one year in technical support preferred
- Experience in hotel front desk, hotel reservations, and travel industry or customer service with demonstrated proficiency and understanding in functions related to the position an advantage
- Experience in relational databases, MySQL – Astro/AOR