



Example of Customer Support Job Description

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Our company is looking to fill the role of customer 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 support

- Work with the Organization's leaders to identify opportunities for collaboration with member-facing teams (e.g., Member Engagement team) to drive field-level strategic initiatives (e.g., UPMC Transition)
- Participate in the development of the Customer Support team budget and continuously monitor same
- Make decisions on the hiring of and performance management of direct reports through the employment lifecycle
- Resolves open order (backlog) report issues of moderate to high complexity and reaches out to supply chain or factory to determine source of delay
- Maintains complete files on each order including the order, acknowledgement, invoice and all related correspondence
- Expedites shipments when delivery is critical or necessary to maintain KAC delivery commitments
- Provides distributor training and support of SAP for entering orders and obtaining order information
- Receives and processes distributor claims for freight adjustments
- Invoice jobs, accounts receivable, accounts payable
- Ensure employee time is accurate and submit to payroll

Qualifications for customer support

- Preferably experience from sales and marketing
- Ability to professionally and concisely provide technical communication

- Candidates must have a minimum of one (1) year combined customer service experience
- Type a min
- Must be able to work a full-time position