



Example of Email Support Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of email support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for email support

- Coordinate with colleagues on the Education team to train and educate users on HTML and best practices within the supported tools
- The above covers the most significant responsibilities of the position
- Assist in providing estimates of effort, material costs, for project related activities
- Log all communications and essential information into an internal CRM system on a daily basis
- To resolve customer complaints via email or live-chat
- Provide exceptional customer service and resolve customer inquiries
- Take payment information and other pertinent information such as address and phone numbers
- Responsible for proper system set up and follow through on all customer requests
- Responsible for responding in an efficient and professional manner
- Follow up on customer requests for return phone calls, where necessary

Qualifications for email support

- Achieve productivity related targets, quality targets, sales targets
- Remain fully aware of the availability of all Network Solutions domain
- Sales and Customer
- Beginning representatives must have a high school diploma or equivalent

- MS Word, MS Excel, MS Outlook, Email Functionality Previous technical support in a call centers a plus