



Example of Email Support Job Description

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Our company is growing rapidly and is hiring for an email support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for email support

- Efficiently handle business critical email issues for customers
- Make continuous improvement suggestions related to email using common call drivers
- Keep updated on all developments and changes for the domain and email skill area, taking ownership to obtain and learn all information provided via print and the intranet
- Discuss call monitoring feedback with supervisor in order to improve performance
- To ensure 99.7% Uptime on critical systems
- Adhere to company policies and procedures regarding customer handling, case management and service entitlement verification
- Participate in knowledge sharing via involvement in technical discussions and Knowledge Base documentation
- Create and deliver formal mentoring programs to Technical Support Engineers
- Assist with knowledge-sharing initiatives product release training and documentation
- Resolve customer issues at expertise level by collecting pertinent information, informing customers of options, and finding an acceptable resolution

Qualifications for email support

- Experience on Email /Live Chat Support/ Customer Service Support preferred

- Good problem solving and critical thinking skills with focus on issue resolution and customer satisfaction
- Strong Mandarin Written Communication Skills
- Active Listening and probing skills
- Strong Korean Written Communication Skills