



Example of Email Support Job Description

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

Responsibilities for email support

- Empower to solve customer complaints within level of expertise and authorization outlined in the Service Level Agreement
- Create and support reporting with in Customer Resolution
- Provide 2nd level support to the Digital Coupon program
- Respond to customer emails and letter in a manner that complies with client standards of customer service excellence
- Create new and update existing form letters as needed
- Attend and participate in meetings and conference calls as needed
- Maintain written communication reports for supervisor and other departments as needed to identify trends and address issues accordingly
- Build and maintain partnerships with other departments to ensure timely, accurate solutions to problems
- Independent research to resolve issues timely and accurately
- Provide extraordinary service to customers in a fast-paced contact center environment

Qualifications for email support

- Ability to work independently and efficiently with a track record of exceptional attendance and phone adherence
- Strong Japanese Written Communication Skills
- Strong Thai Written Communication Skills
- Effective written English communication skills

