



Example of Senior Support Associate Job Description

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Our growing company is looking to fill the role of senior support associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for senior support associate

- Other ad-hoc tasks such as customer screening
- Ensure the reports are sent in time, if teams are unable to send help them
- Ensure project plans are updated in smart-sheets
- Maintain the repository of the many documents we produce
- Participate in Planning and Retrospective sessions, stand up meetings , Keep track of Project reviews done
- Backup for PMO
- Timely and accurate completion of all daily tasks to ensure correct information is recorded in CGM's client and risk management system including but not limited to trade entry, monitoring of cash and position reconciliations, cash payments, rates maintenance
- Timely response to all queries related to the information recorded in risk management systems
- Review client data submitted during the placement/renewal process to update annual renewal exhibits
- Communicate with client and/or markets during the placement process

Qualifications for senior support associate

- Adhere to all the processes and procedures laid down for the department, ensuring flawless execution
- Take appropriate actions when Product Engineers and above are not available and when CARE operations are affected or immediate escalation is required

- Any other work assigned by the Senior Product Engineers and above
- Knowledge of networking and relational database management systems will be an added advantage
- Willing to update knowledge as technology changes