



# Example of Support Agent Job Description

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Our growing company is searching for experienced candidates for the position of support agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for support agent

- Assist Entrust Partners and Affiliates with enquiries and/or customer issues
- Is responsible for complex customer service case management and is first point of contact for escalations
- Reviews and assigns requisitions, works with hiring managers to determine sourcing for internal requisitions and lower-level external requisitions, and builds candidate pipeline
- Consults with managers on HR and recruiting processes, communicates front-end process capabilities, and proposes ad-hoc solutions to HR needs
- Identifies and leads process improvements and provides process solutions for non- standard, sub-process activities
- Specializes in the support processes and engages in the beginning-to-end support process within a sub-region or function
- Manages employee indicative data
- Provides guidance on recruitment plans and ensures hiring plans are aligned with hiring goals and metrics (e.g., time to fill, cost per hire)
- Supervises lower-level employees in the support processes
- Conducts daily analysis of work progress and metrics

## Qualifications for support agent

- Able to summarize
- Weekend hours required

- Fair command of spoken English and Cantonese
- Strong problem solving skills – you're resourceful and will know our product so well that you'll really understand what the customer needs
- A positive, happy attitude that makes you want to delight our customers every day