



Example of Support Agent Job Description

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

Responsibilities for support agent

- Management all orders in Oracle & DYNAMICS AX
- Manage all outstanding PO's , ensuring that all are closed and invoiced in a timely manner
- Support member will interface with contacts at FSI -080, Austell GA to ensure that replenishment orders are shipped for store delivery due dates and track returns for proper processing for account credits
- The Flagship support member works with Planning for product availability, Inventory Control for inventory adjustments - DYN AX PO's issued to transfer inventory between saleable & display warehouses
- Finance -- provide credit memos and ensure closure of Oracle SO's & DYN PO's for invoicing
- Interface with 3rd party suppliers (Elan Polo) to proactively follow up on the status of direct ship customer slipper orders, provide status of the delivery to the customer to communicate any delay in delivery and backorder status and provide stores with status of all slipper replenishment orders
- Nest Fragrances, follow up on any outstanding orders that have not shipped as promised and provide status of the order to the stores
- Support member works closely with Warranty/Retention team to provide input and ensure that warranty claims are addressed in a timely manner
- Must exercise good judgment in order to comply with defined appointment priorities and ensure company level productivity goals are met
- Enhance organization reputation by accepting and maintaining ownership of any exceptions during the customers' service experience

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- You want to be part of a San Francisco startup that is growing so fast we can't keep up with ourselves!
 - Post-secondary education in a related field with relevant work experience
 - Sound knowledge of MS Office (Outlook, Word, Excel, PowerPoint and MS Project)
 - Able to work with confidential documentation
 - Bilingualism French/English (Oral and Written) is an asset
 - Able to work with confidential documentation & familiarity with an environment requiring absolute discretion