



Example of Support Agent Job Description

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Our 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

- Delivering world-class customer service by following established departmental policies, processes, and standards
- Crafting customized responses to address all facets of player issues
- Receive inbound calls from customers, lien holders, and/or dealers requesting a status of a GAP claim
- May handle initial report of loss, establish claim, and explain the claim process
- May handle special projects assigned by management
- Provide first level support to customers in troubleshooting application issues
- Administer cases and customer information in Salesforce.com
- Prioritize multiple projects and/or issues at any given time in the face of tight deadlines, high customer expectations and demanding Rainmaker standards
- Distill complex topics into key talking points and then be able to communicate them to clients and co-workers in a simple and coherent manner using a consultative approach
- Support customers with questions related to Rainmaker products

Qualifications for support agent

- Demonstrate a mature judgment
- Bilingualism French/English (Oral and Written) is an important asset
- College or university graduate with degree in IT preferred
- MUST be eligible for US federal security clearance

