



Example of Support Agent Job Description

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Our company is looking to fill the role 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

- Occasional outbound telephone / shared-screen assistance to stuck users
- Scheduled review of calendared events and updates of knowledge base
- Scheduling and having meetings with SMEs to resolve groups of tickets and train SMEs on working in-system
- KPI reporting and maintenance within Freshdesk (Helpdesk)
- Conducting training sessions via shared-screen
- Participating in SME work sessions to capture content and train on help desk procedure
- Offsite meetings of entire product team
- Track call stats for our software and digital apps products
- Monitor the queue
- Backup support for low to mid volume mailing machine

Qualifications for support agent

- Basic ability to adapt to change, strive for improvements and eager to learn new working processes, methods
- Experience in lean or other continuous improvement environments
- Conducting a high volume of outbound telephone calls to prospective customers supplied by marketing initiatives and to identify decision makers and opportunities with the goal of setting an appointment for a sales consultant

- Experience with CRM systems is a plus (Salesforce.com preferred)