



Example of Support Associate Job Description

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Our company is searching for experienced candidates for the position of support associate. 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 associate

- To provide an exceptional customer experience in an efficient, courteous, professional manner
- To provide daily first-line support for multiple software products
- Track resolution progress & providing status or resolution updates to customers
- Review and create knowledge base articles or other documentation for software products as needed
- Respond to customers inquiries via phone, email, and chat regarding technical issues with software
- Inquiries will vary but typically include address changes, account changes/updates, order status, product feedback, password assistance, billing inquiry
- Apply company policy and procedures to resolve customer issues
- Log and classify all calls and requests for assistance in the call tracking software
- Call execution - proactive client calls to gauge client satisfaction, identify cross sale opportunities, and increase client delight
- Provide timely and accurate feedback to clients, and follow up with clients after their issue has been resolved

Qualifications for support associate

- Bachelor's degree or equivalent
- Strong analytical skills and verbal communication skills
- Competent user of productivity software (Excel, Word, PowerPoint)
- Ability to multitask in a fast paced environment