**Job Title:** Customer Support Associate
**Department:** Customer Experience / Support
**Reports To:** Customer Support Manager or Team Lead

**Job Summary:**

The Customer Support Associate is responsible for delivering outstanding service by responding to customer inquiries promptly and professionally. This role involves providing accurate information, offering product recommendations, and building rapport with customers while ensuring a seamless and positive support experience.

**Key Responsibilities:**

* Respond promptly to customer inquiries through various channels (phone, email, chat, etc.) in a courteous and professional manner.
* Stay current on product offerings, service updates, and company policies to provide accurate and up-to-date information.
* Clearly explain product features, service terms, and policies to customers to ensure complete understanding.
* Document customer interactions, feedback, and issues accurately in the CRM or ticketing system.
* Proactively identify and recommend new products, services, or process improvements based on customer feedback and needs.
* Demonstrate product usage when applicable and guide customers through solutions or troubleshooting steps.
* Anticipate customer needs and use positive language to build trust and long-term satisfaction.
* Collaborate with internal teams to escalate and resolve customer concerns efficiently.
* Maintain a high level of professionalism and empathy in every customer interaction.
* Meet individual and team performance metrics, such as response time, resolution rate, and customer satisfaction.