

Phone Support Specialist Job Description template

Phone Support Specialist Job Description Template/Brief

We are looking for a dedicated Phone Support Specialist to join our customer service team. This role involves assisting customers with inquiries and troubleshooting over the phone. The ideal candidate should have excellent communication skills and a knack for problem-solving.

Phone Support Specialist Job Profile

A Phone Support Specialist handles incoming calls and provides solutions to customer issues and questions. They ensure customers are satisfied with the support they receive and document interactions for future reference. Working in this role requires patience, active listening, and the ability to handle multiple calls efficiently.

Reports To

The Phone Support Specialist reports to the Customer Service Manager.

Phone Support Specialist Responsibilities

- Answer incoming calls and provide assistance to customers.
- Resolve customer issues and questions promptly and professionally.
- Document customer interactions and keep accurate records.
- Collaborate with team members to address complex issues.
- Escalate unresolved issues to the appropriate department.
- Provide product information and help with troubleshooting.
- Follow up on customer inquiries to ensure satisfaction.
- Participate in training sessions to improve knowledge and skills.

Phone Support Specialist Requirements & Skills

- Previous experience in a customer service or call center role.
- Excellent verbal communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Ability to work in a fast-paced environment.
- Proficiency with computers and phone systems.
- Customer-focused attitude with a friendly demeanor.
- Ability to work flexible hours and shifts.