The Customer Support attracts potential customers by answering product and service questions; suggesting information about other products and services. Process orders, prepare correspondences and fulfill customer inquiries to ensure customer satisfaction.

Requires a high school diploma or equivalent and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Rely on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. The target is to ensure excellent service standards and maintain high customer satisfaction.