



Customer Support Agent – International

Customer Support Agents at Confirmation act as front-line support for our global network of users, and work hard to provide a great user experience. Agents are required to conduct themselves in a professional manner at all times and provide accurate, timely information about our applications to both internal staff and external users.

Responsibilities

- Acts as initial point of contact (via phone, email, or chat) for users with questions about our application functionality or experiencing system related issues.
- Diagnoses/troubleshoots customer inquiries and if needed escalate to the appropriate internal supervisors or departments in accordance with standard practices and procedures.
- Facilitates communication between customers and Sales regarding deviations from standard practices or new sales opportunities as necessary.
- Logs all customer interactions according to internal procedures.
- Coordinates with appropriate internal departments to ensure Authorization & Authentication documentation is completed appropriately.
- Participates in application user acceptance testing as required.
- Assists with support tasks associated with daily operations, such as filing and copying as required.
- All other duties as assigned by supervisor.

Preferred Skills

- Proficient with Microsoft Word, Excel, Outlook and Internet.
- Comfortable with computer technology and learning new applications.
- Solid communication skills with ability to effectively respond to questions.
- Prior call center or customer service experience a plus.

Qualifications

- Requires 1-2 years of work-related experience.
- High school graduate or equivalent required.

Compensation

- Compensation commensurate with experience and education.

About Confirmation

Confirmation is the world's leading provider of secure online audit confirmations. Today, more than 16,000 audit firms use Confirmation to send audit confirmation requests to companies, financial institutions and law firms worldwide. For more information, visit Confirmation.com.