



Customer Support Agent

We are seeking a **Customer Support Agent** to join our team at Confirmation in our Brentwood, TN location. The qualified candidate will act as front-line support for our global network of users and work hard to provide a great user experience.

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, escalates to the appropriate internal supervisor or department 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.

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.

Qualifications

- Requires 1-2 years of work-related experience.
- Prior call center or customer service experience a plus.
- High school graduate or equivalent preferred.

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 www.Confirmation.com.

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