From

(Name of the sender)

(Address of the sender)

To,

(Name of the recipient)

(Address of the recipient)

Date

Dear Sir / Ma’am,

Subject: Job offer letter for the position of Customer Support Specialist

I am pleased to offer you the position of a customer support specialist at [mention the name of the organization or corporation].

The skills, educational qualifications as well as determination to reach high up in the success ladder is what made us choose you over others and we are confident that you will be doing a great job in this post.

Assuming this position, you will recognize customer needs and help customers use specific features, respond to client queries in a timely or accurate way, via email, chat, or phone, monitor client complaints on social media and reach out to give support, share effective workarounds and feature requests with team members, inform clients about new functionalities and features, provide assistance in training junior customer support representatives.

The remuneration that has been fixed for this role is [mention the amount] per annum and your salary will also get revised after [mention the time period]. The mode of payment as per the rules and regulations of the company is [mention it].

There will be several perks and benefits that you will be entitled to, being a new addition to the company like [mention them]. Additionally, you will be getting a mobile for your work convenience from the organization.

Please note that this position which will be given to you will be totally based on a contract of [mention the no. of years]. As soon as it ends, you will be needed to leave this position.

Should you accept the job offer along with all the other terms and conditions then please make sure that we receive this letter back signed and dated properly by the end of [mention the time period]. You can keep a copy with you. The start date and the other details attached with it will be revealed only after this.

Please feel free to connect at [mention the phone no.] or you may send a mail at [mention the email ID] in case of a doubt or query.

We are excited to have you as a new part of our family.

Thank you,

Yours sincerely,

(Name)

(Handwritten signature of the sender)

(Date)

(Designation in the company)