



Customer Support Representative: Role Description

Customer Support Representative

Our customers are at the heart of everything we do and so we place a strong emphasis on our *Customer Support Service*. The Customer Support Representative will work in our Support Team to help ensure that our clients needs are always being met effectively and efficiently.

The Role

- Dealing with customer support queries.
- Identifying and assessing a customer's needs to ensure they are satisfied.
- Communicating with customers via a Support Portal, email or on the phone.
- Keeping detailed records of customer interactions.
- Following the company's communication procedures and policies.

Mandatory Requirements

- Excellent verbal and written communication skills.
- Communicate clearly and effectively both internally and externally.
- Customer-focused with an exceptional telephone manner.
- Strong computer skills and ability to navigate systems efficiently.
- Quality focused with a high level of accuracy and attention to detail.
- Proven ability to deal with problems and solve them effectively.
- Previous customer service experience will be an advantage.
- Ability to work well individually and as part of a team.
- Proven ability to prioritise and multitask.
- Follow up within agreed timelines to ensure issues are satisfactorily resolved.
- Ensure accuracy always, minimising the impact of error.
- Work towards objectives in line with the overall business strategy.