



Job Title: Customer Service/Support
Team : Operations
Location: West Midlands, UK, Office Based
Salary: Competitive Base Salary
Benefits: 25 days holiday, Pension, Bupa Health Care and Health Insurance

ROLE PROFILE AND PURPOSE:

To support the business in offering excellent 1st line support function, working within the defined processes for escalation and SLA for our clients, taking ownership from call logging thorough to closure. You will need to be a high quality first point of contact for end users of our telematics hardware and software solutions. These clients are within the Fleet, Leasing and Public Sectors.

Role Profile:

- Providing 1st line support and ownership from call logging thorough to closure.
- Communicating and resolving customers support requirements
- Escalate for resolution where needed to maximise client satisfaction
- Logging and keeping records of customer/employee queries
- Provide on phone customer training including Website tutorials
- Working with field engineers to visit customers/employees if the problem is more serious and arrange swap of in vehicle hardware
- Telephone handling and administrative work.
- Ensure Tickets/Requests are followed up and required loadings are completed in timeframes acceptable to the client and their SLA
- Supporting the Account/Relationship Management team with client tasks as an in life customer
- Respond quickly and professionally to all queries and ownership of query end to end

Key Skills:

- A minimum of 2 years working in a Call Centre environment
- Client Management System experience

Skills and Competencies;

- Excellent customer service skills and demonstrable experience
- Understanding of query escalations
- Articulate and good telephone manner
- Excellent written communication skills
- Keen eye for attention to detail
- High level of computer proficiency and demonstrable working knowledge of Microsoft Office
- Strong sense of initiative and a “can do” attitude
- Ability to work independently and as part of a team
- Good organisational and high level problem-solving skills
- Good team player with evidence of achieving through teams
- Professional approach and appearance

Desirable Skills and competencies;

- Understanding of the automotive, Telecoms and Telematics sector.
- Use of ticketing System
- Call centre/IT Environment