
UNIFIED SUPPORT ADVISOR

Full Time

Market Harborough

SUMMARY

The Unified team support and implement a wide range of products, not only do they need to be able to implement them with the correct supplier, they need to understand the product, be confident in discussing the product with the customer and have a good, sound knowledge of how unified products relate to one another. The Support Advisor will be responsible to lead the planning and implementation of multiple of projects in a timely manner ensuring all elements of the project are kept within SLA. This role requires a true focus on customer service, dealing with potential and existing customers, in order to provide a high quality service.

KEY RESPONSIBILITIES

- Lead the planning and implementation of multiple of projects in a timely manner - Ensure all elements of the project are kept within SLA
- Manage the implementation process - Ensure the customer is aware at each stage of the implementation process and work with the engineering team to ensure efficiency in this process
- Up sell additional products and service to customers - must identify and accommodate any additional Unified products and services needed and identify how these must be maintained
- Work with Suppliers – build strong relationship with Supplier
- Maintain a high CSI score - Regularly keep in contact with customers to ensure they are happy with the Welcomm service in order to achieve a CSI score over and above 70%.
- Record any faults using best practice - Ensure all processes are used efficiently and effectively with the inclusion of continually recording faults on CRM database
- Managing any billing queries- Use the Welcomm aBillity platform to identify any queries relating to paying of invoices
- Build Contracts – Build and send out order forms to customers from Echosign based on the information retrieved on the case
- Stock Orders – Ordering Telephony hardware in a timely manner
- Produce Quotes – Produce data quotes for the sales staff in a timely manner
- Managing job orders through from acquisition to implementation - Ensure customer is always aware which stage of implementation Welcomm are at whilst working in accordance with Welcomm engineers and Unified Account Managers or external support, to ensure implementation is carried out correctly and to a high standard
- Produce invoices - Ensure requests for invoices are raised in a timely manner
- Book meetings- Ensure meetings are booked and adhered to, to ensure job handovers are complete, engineers are up to date and sales staff know how their orders are going

PERSONAL ATTRIBUTES

- Good communication skills
- Computer literate: Word processing and Excel spread sheets and conversant with Sage CRM system
- Good leadership, operational and organisational skills
- Well presented with a positive, proactive and professional approach
- Sense of responsibility and integrity
- Ability to manage difficult situations and the stress associated with them
- Brief and Train staff on new unified portals
- Good attendance and timekeeping
- Conducting weekly meetings to monitor team performance
- Occasional UK Travel with occasional out of business hours work, including overnight stays where necessary
- Attend any internal meetings outside of normal office hours as and when required
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Ability to work within a team to achieve a common goal
- Be creative and go the extra mile to deliver results
- Be humble and polite
- Provide a quality and efficient service to our customers

PRODUCTS, SERVICES AND SUPPLIERS

With each of the Unified suppliers, the unified support advisor has to learn each of their ways of working, understand the products that they support, understand their pricing and understand the SLAs that are involved with each one. Please see below the list of suppliers the team are expected to work with.

- | | | |
|----------------------------|-------------------------|----------------------|
| • BT IPVS | • TalkTalk Business WLR | • Cobweb |
| • BT Number Portability | • TalkTalk Business HUC | • Yello |
| • BT Openreach | • Gamma | • Orange Stripe |
| • TalkTalk Business Dealer | • BT PlusNet | • Atrium |
| • TalkTalk Business CPS | • O2 | • Internetwork Media |

The Unified team support and implement a wide range of products, not only do they need to be able to implement them with the correct supplier, they need to understand the product, be confident in discussing the product with the customer and have a good, sound knowledge of how unified products relate to one another. Please see below the list of unified products the team supports and implements:

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|--------------|--------------|---------------------------------|
| • ISDN Lines | • EFM | • Traditional Telephone Systems |
| • CPS | • Ethernet | • Hosted Voice |
| • Broadband | • NGNs | • Cabling |
| • FTTC | • MyInbound | • Satellite |
| | • Office 365 | |

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.



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