
CUSTOMER SUPPORT SPECIALIST

Customer Service & Admin Department

Full Time

Market Harborough

SUMMARY

This role demands a highly professional individual who strives to deliver outstanding customer service which is second to none.

Representing the Welcomm brand, you will be the first point of contact for general external business calls and any account management enquiries and will be required to resolve these in the best way possible according to the customer's needs. You will play a crucial part in our overall business to provide first-line exemplary customer service alongside providing sales assistance to our Account Managers. The role is responsible for effectively managing the administration for our mobile sales team, providing an efficient and proactive service in customer re-signs, new connections and proposals.

The position requires a confident, organised, polite individual who thrives on working in a team environment whilst taking full ownership and accountability of individual tasks and problems. The individual needs to be passionate about excellent customer service and have a strong customer service ethic. They will have a keen willingness to learn and an eager attitude to want to succeed in everything they do, always pushing to achieve more.

Frequent internal training alongside training and upskilling from our trusted partners, such as O2, will provide the Customer Support Specialist with the best industry knowledge enabling them to offer an exemplary service to our customers.

KEY RESPONSIBILITIES

- To effectively manage all in-bound telephone calls and where possible resolve / action all customers' requests and queries.
- Provide sales administration support to the mobile sales team.
- Provide administration support to the unified sales team by actioning adds and moves.
- Take a proactive approach to resolving customer queries productively and efficiently whilst maintaining full responsibility and accountability for the problem.
- Basic complaint handling capability.
- To be able to identify and follow through potential sales opportunities.

- To provide first level advice and technical assistance to customers.
- To provide first level fault desk fixes.
- To provide a triage style handover of issues which are beyond the CSA team's ability to resolve following set escalation procedures, only passing on where everything has been done to resolve the query beforehand.
- To ensure that the customer is fully satisfied with the service that we have provided at every point, meeting the relevant Customer Service KPI levels.
- Bring to the management's attention all customer matters or competitor activity that may present risk or opportunities for the company.
- To provide non-commercial basic quotes.
- To process any account / billing changes when the customer is in contract with Welcomm.
- Provide administration support to sales managers and senior management when required.
- To provide any handset solutions to customers.
- To enter all actions and customer contacts onto Welcomm's CRM system.
- To analyse data from Company systems to review usage and provide relevant and timely reporting
- Unified business administration support
- Deal calculator completion

JOB REQUIREMENTS

- Must be exceptionally customer focused with an outstanding telephone manner.
- Must have an open mind, a willingness to learn and a keen interest in the telecommunications industry.
- Strong customer focussed communication with both internal and external people.
- Highly literate, with strong skills in Microsoft Word and Excel.
- Strong ability to manage multiple conflicting priorities without loss of composure.
- Excellent time management and organisational skills.
- Be able to confidently function independently and as part of a team.
- Thrives on taking ownership and accountability for problems, seeing the problem through to resolution
- Takes initiative and provides creative solutions to problems
- Succinct analytical skills to identify customer needs and be able to propose a solution of benefit to the customer.

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.