



# CUSTOMER SUPPORT SPECIALIST

Customer Care

Full Time

Market Harborough

## Summary

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 delivering excellent customer service.





## Key Responsibilities

- To effectively manage all in-bound telephone calls and where possible resolve all customers' requests and queries.
- Provide sales administration support to the mobile sales team.
- 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 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.





## Why Welcomm

- Free on-site parking
- Perkbox access
- Healthcare plan
- Discounted gym membership
- Company events
- Virtual 24/7 GP access
- Employee assistance programme
- Casual dress
- 2 office days, 3 home working days per week

## 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.

