**Customer Support Analyst **

**Location**: Reading, UK

Workbooks Online Limited is looking to recruit a bright and enthusiastic customer support analyst to join our team. This is a rare opportunity to join a UK headquartered start-up offering competitive salaries and stock options for the right people.

As the first point of contact for Workbooks customers you will be responsible for ensuring our customers receive high quality customer support and maximise the value they derive from our “cloud” solutions. Day to day activities will include answering customers support enquiries, managing support cases and working with our development and operations teams to improve the quality of our customer services and our products.

Longer term this role could potentially lead to:-

* a Business Consulting role – working with our customers to implement our CRM/Business solution to support their lead-to-cash business processes or
* a Technical Consulting role – working with the Consulting team to develop scripts (typically PHP/my-sql) to automate customer business process and migrate data from source systems
* a Training Consulting role – delivering Workbooks Public Administrator, Role-Based, Implementation and Customer Specific training courses

**What you’ll be doing:**

* Answering emails and telephone calls in a professional, friendly and helpful manner.
* Logging customer enquires in the Workbooks case management system.
* Managing customer expectations to ensure all cases are dealt with promptly, ensuring customers’ expectations are met and where possible exceeded.
* Understanding customer issues and troubleshoot their problems.
* Managing the escalation process and work with other parts of the organisation to ensure customer issues are resolved.
* Building good working relationships with customers and other members of the Workbooks team.
* Being professional and conduct yourself with integrity at all times.
* Configuring working demos for prospects based on requirements specified by the Sales team.

**Your Skills and Experience:**

**Essential:**

* 1st or Upper 2nd class honours degree in Mathematics or Science, Computer Science or Business Management
* Strong A level/GCSE or equivalent results e.g. 2AB at A level, 9 A\*,A,B at GCSE level
* Technically competent
* A good telephone manner with the ability to produce well-written English.
* A willingness to learn new skills and ‘go the extra mile’
* Good interpersonal skills and a team player
* Ability to work with stakeholders from different departments
* Attention to detail and a high standard of work
* The ability to understand customer questions, prioritise issues, troubleshoot their problems and provide clear advice verbally and in writing
* Problem solving, task prioritisation, communication, administration and organisation skills are a key requirement

**Desirable:**

* Understanding and experience of the Customer lead-to-cash lifecycle i.e Sales, Marketing, Customer Service/Support and Sales Order Processing
* Experience of a customer services or business support environment
* Experience with case management/helpdesk software
* Some experience of SQL and/or PHP would be an advantage

**About Workbooks**

Headquartered at Reading, United Kingdom, Workbooks delivers cloud-based CRM and business applications to growing and mid-market organisations, at an affordable price.

We value our customers and our aim is to make them more successful, which is reflected in everything we do. Our culture is one of co-operation, creativity and commitment. We’re also very friendly and sociable - we’ve been known to have movie nights, company outings and plenty of cakes!