

Customer Support Analyst

The Role

This role is responsible for ensuring Workbooks' customers receive high quality customer support and maximise the value they derive from "cloud" solutions. You will be answering customers support enquiries, managing support cases and working with development and operations teams to improve the quality of customer services and products. As a member of the Support Team, you'll provide excellent support to internal and external customers, for Workbooks, CommuniGator and other systems and ensure customer issues are processed and resolved in a timely manner.

Key Responsibilities

- 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.
- Gather feedback to promote our NPS score.
- Responsible for internal IT.

Skills & 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

Job type: permanent full-time hours
Location: Reading - with UK & Europe travel