

Customer Support Consultant

Job description

Purpose Summary

To provide excellent professional support services in dealing with our customers, ensuring that queries are resolved efficiently, effectively and within the departments service level commitment. To carry out internal activities as part of our support team.

The key areas of responsibility for the Customer Support Consultant include:

- Customer Service
- Responsiveness and Efficiency
- Monitoring and Escalation
- Compliance
- Teamwork
- Knowledge

Principal Responsibilities

Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To build effective relationships with customers both internally and externally, and carry out internal activities as part of the support team.
- To keep accurate records of discussions with customers, within the company customer support database.
- To deal effectively with all support calls, investigating and responding to queries and progressing to a successful conclusion at the earliest time.
- To manage and respond to customer communications in a professional and courteous manner.
- To communicate courteously with internal and / or external customers by telephone, email and fact to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

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Responsiveness and Efficiency

- To provide application and end-user support to customers for Causeway software products.
- To be responsible for all assigned support calls and provide updates ensuring efficiency and accountability.
- To plan and prioritise work activities across areas of responsibility and to provide visibility of any delivery / task completion issues to the Group Customer Support Manager or other managers whose activities may be affected.

Monitoring and Escalation

- To provide detailed information to escalate issues to other departments including the Development Team and Professional Services.
- To provide detailed information to escalate issues to any third party provider as required.

Compliance

- To ensure access to customer servers for upgrades / fixes and any support activities to comply to agreed Terms and Conditions provided.

Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To deal appropriately with customer queries by ensuring a good understanding of Causeway products and services supported by the department.
- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.
- Such other duties as the management may from time to time reasonably require.

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Reporting

Department: Customer Support

Location: Farnham, Watford, Bourne End

Reports to: Customer Support Team Leader

Responsible for: N/A

Key Interfaces

Dealing with both external and internal customers. Liaising with support team members and other internal departments to bring queries to a satisfactory closure.

Dimensions / Budgets

The department consists of full time / part time consultants, who deal with incoming customer queries via the telephone, email or online support system, between the hours of 0830 – 1730 Monday to Friday with a staggered approach to support cover (i.e. start and finish times may be 0830 – 1700 or 0900 – 1730). This includes up to 2 dedicated customer care representatives fielding calls and logging e-mails. The team deal with approximately support 2500 requests per month across the software products for a customer base of approximately 1500 companies.

Knowledge, Experience and Qualifications

Essential Skills

Excellent written and verbal communication skills and good clear telephone manner.

Excellent customer focus and strong desire to provide exceptional customer service.

A good team player with a flexible approach, possessing a strong commitment to customer service excellence.

Experience of working in a similar software application support team or customer facing support role essential.

Have an analytical background, including data integrity management skills.

Experience of financial application software.

Desirable Skills

Experience with or knowledge of, Causeway Project Accounting (CPA)

Experience with or knowledge of, Causeway Business Intelligence, Vision / Q&A or other BI tools

Experience with or knowledge of, Causeway Jobmaster, Causeway Financial Accounting (CFA), SunSystems or other accounting packages.

Knowledge of basic UNIX & SQL commands.

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Background within the following industries; Construction, Cost Accounting or Financial.

Competencies Required

Good time management, highly accurate with excellent attention to detail.

The ability to work under pressure and multi-task, whilst demonstrating drive and a positive approach to work and continuous improvement.

The ability to communicate with and respond to end users and developers and work with them to find appropriate resolutions.

The ability to prioritise and manage workloads accordingly, both on own initiative and working as part of a team.

The ability to interact with people on both business and technical issues and to build lasting and effective professional relationships.

Qualification

A good working knowledge of how to operate MS office products and e-mail generally.

Educated to a minimum A-Level or equivalent requirement.

A relevant degree (or equivalent) and / or professional accounting qualification would be desirable.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.