JOB DESCRIPTION

Job Title: **Customer Support Executive**
Location: **Bromsgrove, Worcestershire**

As a Customer Support Executive, you will provide ongoing services support to our customers.

RESPONSIBILITIES

- Work directly with customers to research, troubleshoot, and resolve REACH application or technical issues in a timely manner.
- Provide support via phone, web-based chat, and email to our customers as required.
- Manage incoming cases and maintain focus on resolving customer cases quickly and effectively in line with our service level agreements.
- Effectively prioritise and escalate customer issues as required.
- Clearly and succinctly document communications to customers using our issue management system.
- Collaborate with developers to research, identify and validate issue resolutions.
- Process customer vacancy advertising requirements across digital media
- Participate in the management and execution of test plans as appropriate and assigned.
- Assist with creating writing pieces such as Knowledge Base articles.
- Test new product features and functionality for our web based software
- Ensure audit trails are maintained to our various ISO standards.
- Identify, critique, suggest and implement intelligent changes to the customers' recruitment workflow processes
- Collaborate with team members on knowledge transfer, procedures and standards.

QUALIFICATIONS & SKILLS:

Your key qualifications and skills should include:

- Bachelors Degree (ideally in Business Administration or Human Resources but the subject is not essential)
- Strong verbal and written communication skills.
- Good interpersonal and analytical skills.
- Quickly and accurately determine the cause of customer issues.
- Intelligence, motivation, and a team player attitude.
- Bright, high energy individual, with a passion to learn and contribute.
- Good computer knowledge and proficient with Microsoft Office applications
- Detail-oriented, able to keep track of lots of data effectively.
- Able to absorb new concepts and technologies quickly.
- Able to multi-task and manage priorities.
- Think with a clear mind and deliver useful solutions where required.
- Ability to manage multiple, concurrent client implementations.
- Stay abreast of developing application features.
- Ability to work as an effective team member.