SYCOUS®

Interested in joining **Sycous?**

Customer Support Advisor

Company	Sycous Limited	**Team**	Support Delivery
Date Posted	27th March 2024	**Mentor**	Support Team Leader
Start Date	ASAP	**Role Type**	Permanent

Role Overview

Sycous provide innovative billing solutions for heat networks and district heating systems. On behalf of Heat Network Operators, we offer an end-to-end, market leading billing solution and consumer service solution. We provide a bespoke software solution for private utility networks, and full software support alongside.

The purpose of this role is to deliver excellent customer service and debt management to our existing and new software, billing, and managed services customers.

We are looking for someone who is proactive and reliable, someone who is driven to deliver exceptional levels of customer service whilst maintaining a high level of accuracy in everything they do, and someone who can show a creative approach to analysing and solving problems.

Key Responsibilities

Supporting our Mabdeck software and managed services customers throughout their onboarding and live phases, including:

- Assisting in initial set-up of the customer in our Mabdeck or mySycous system
- Managing queries and technical support requests in line with contractual KPI's and company processes.
- Proactively providing first line support for SaaS and Customer Billing Service customers alike through all mediums of interaction including via phone, email, live chat and any other communication channels.
- Performing pre and post billing validation and processing the monthly bill runs.
- Identifying and reporting any system issues, and raising database change requests where opportunities to improve our software are identified.
- Ensuring all data contained within the system is accurate and up to date.
- Identifying, investigating & resolving complaints.

Continuously improve and uphold our excellent level of customer service by:

- Work collaboratively and proactively with the Sycous team to ensure timely and accurate resolution of queries and to update on progress.
- Adhering to internal processes and procedures, whilst providing suggestions for improvement where you find they are required.
- Dealing with communications in a professional and prompt manner.
- Reporting any training needs to your line manager.

Competencies

Required

- Excellent Customer Service
- Basic Excel Skills
- Attention to detail
- Excellent communication, both verbal & written.
- Familiarity with data entry software
- Ability to work well in a team
- Basic Mathematical skills
- Customer Support
- Task organisation
- Task management
- Computer literate including Microsoft Word and Excel
- Resolution focused
- Reliable
- Problem-solving abilities

Desirable

• SaaS support experience
• Remote technical support
• Customer Support Experience
• Utilities Experience
• Zendesk Experience

Future Progression

Future progression is available as the company grows or within other teams. Within the support team, you could progress to become a senior member of the team, providing guidance and training to your peers and to new starters in the business. This will see you take on more responsibility and reporting duties. We will frequently review your progress in your monthly 1-2-1s and 6-monthly performance reviews to identify what your ideal progression path is, and how we can help you to achieve it.

Renumeration

Band SH1 Health Insurance, Pension Contribution and Health Cash Plan.

Location

Reporting office: Leeds
Based: Leeds, travel may be required for training or other support tasks in very limited circumstances with potential overnight stays.

About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

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Sycous Limited is Registered in England and Wales. Company Number 08836039

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

sycous.com

mysycous.com

sycous.com/solutions/mabdeck-software

sycous.com/orbit

hiuservice.co.uk