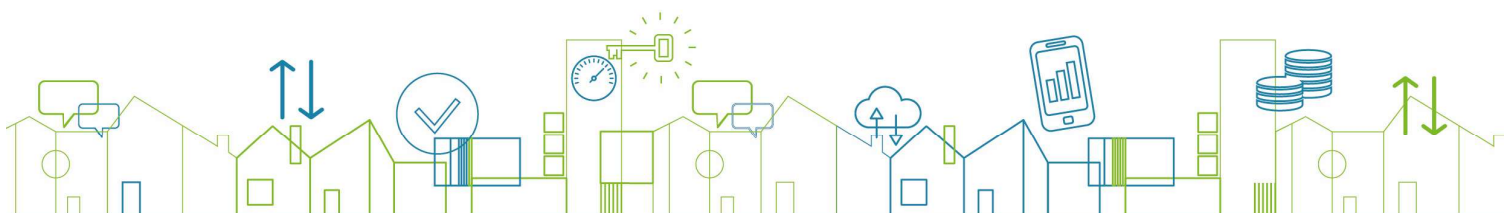


Role Description

Company	Sycous Limited	Team	Support Team
Job Title	Customer Support Coordinator	Mentor	Support Lead
Start Date	ASAP	Role Type	Full Time/Permanent
Role Purpose			
<p>The purpose of this role is to deliver great customer service to our existing and new software and billing customers. You will work alongside the Support Manager and Support Team in ensuring new customers are effectively brought onboard. You will provide day-to-day support for all customers, seeking to quickly and satisfactorily resolve any query they may have.</p> <p>We are looking for someone with a passion for communicating with people, and an ability to understand and communicate technical information. An ability to creatively and enthusiastically resolve customer queries is crucial.</p> <p>For further information on Sycous and our product range of metering and data collection solutions, please visit www.sycous.com</p>			
Responsibilities			
<p>Support customers during the go-live and demo phases of our SaaS metering and billing software, including:</p> <ul style="list-style-type: none"> • Arranging necessary training • Completion of initial customer set-up • Liaise between internal and client teams to ensure all data requirements are established and set-up prior to go-live • Work closely with our Support Manager and Development Team to update on potential issues and progress <p>Support customers and consumers during their lifecycle with Sycous by;</p> <ul style="list-style-type: none"> • Ensuring the quality of all data entered into the system, including analysing the data where appropriate • Proactively providing first-line remote support by telephone, live chat and email, including remote demonstrations or training • Managing queries and technical support requests in line with contractual KPI's and company processes. • Processing meter exchanges, removals and installations using the Mabdeck software. • Generating and reviewing bills in line with agreed timescales where necessary. • Maintaining customer, consumer and metering data held within the system. • Liaising and working with internal teams to ensure timely and accurate resolution of queries. <p>We are looking for someone who is reliable, who works proactively with our Clients and their Consumers to deliver exceptional levels of customer service and who maintains a high level of accuracy in everything they do.</p>			



Reporting office: Leeds

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

Competencies

- Customer Support
- Task organisation
- Task management
- Computer literate including Microsoft Word and Excel
- Resolution focused
- Communication
- Proactive both individually and as part of a team
- Service driven
- Reliable
- Ability to demonstrate basic mathematical aptitude
- Basic problem-solving abilities
- A passion for engaging with people

Desirable

- SaaS support experience
- Software rollout
- Training
- Remote technical support
- Customer Support Experience
- Utilities Experience
- Billing Experience

Future Progression

Future progression is available as the company grows or within other teams.

Remuneration

£20k per annum, 37.5 hours per week. Pension.

