

JOB DESCRIPTION

SUPPORT AGENT

Connex One are hiring a range of support roles to assist our clients and keep the Connex One Platform fully optimised. A variety of roles are available for First line, Second line, Third line and Engineer level, to work from our head office in Manchester.



RESPONSIBILITIES

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

REQUIREMENTS

- Work in a team to effectively communicate and collaborate on projects
- Ideally have experience in a B2B SaaS industry
- Good people skills with a friendly & approachable manner
- Highly organized to record and manage tickets
- Experience working in a fast-paced environment

[SUBMIT CV](#)

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