

Customer Support Analyst

Job Summary

Come and join one of Birmingham's fastest growing global software companies as a Customer Support Analyst.

Do you love to engage with customers? Are you willing to go the extra mile to provide truly great customer service? If so, a Customer Service Representative with us could be the role you are looking for!

As a Customer Support Analyst, you will build upon your existing experience to offer excellent customer service to our customers, and work as part of a team to ensure the smooth running of our Customer Support Centre.

Responsibilities and Duties

- Build great relationships with customers to understand their needs and assist them in providing outstanding customer service.
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- Take ownership of customer complaints and find a resolution whilst rebuilding the brand experience.

Qualifications and Skills

- Strong communication and IT skills
- Ability to work independently in a fast-paced environment
- Strong listening, speaking and decision-making skills
- Ability to converse with a wide variety of people of different backgrounds
- Excellent eye for detail
- Professional attitude
- Ability to multi-task
- Problem-solver

Benefits

Great customer experiences begin with team members who feel valued and respected. In return for your efforts we offer:

- Competitive salary
- Pension
- Opportunities for career growth
- Intensive training to get you up to speed
- Away days and team building activities

Job Type: Full-time

Apply below or send a covering letter and CV to recruitment@joblogic.com.

