

Job Title: Customer Support Executive

Department: Customer Support

Reports to: Customer Support Manager

Responsible for: Providing a high standard of customer service to our customers, ensuring queries are handled and resolved in good time and to customer expectations.

Overall purpose of the role:

Providing support for Peoplesafe customers via email, phone, and live chat.

Key Responsibilities

- Deliver outstanding customer service to all customers.
- Handling all customer interactions in a friendly and professional manner. Resolving daily queries surrounding device performance, reporting, portal usage and alarm assistance, whilst aiming for a First Contact Resolution (FCR)
- Processing all customer enquiries to agreed SLA's.
- Liaising with the Alarm Receiving Centre to aid the closure of live alarms, and fellow departments to support customers when required.
- Carry out various ad hoc Customer Support administration as required, including reporting.

Key Results

- Achieve and maintain department SLA's standards.
- Maintain required quality standards for phone calls, email and live chat.
- Achieve productivity and efficiency KPI targets.

Role Experience, Knowledge and Skills Profile

| | Essential | Desirable |
|----------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Experience & qualifications | <ul style="list-style-type: none"> • Minimum 5 GCSE's including Maths and English | |
| Knowledge | <ul style="list-style-type: none"> • Customer Service Experience | <ul style="list-style-type: none"> • Basic Excel and Microsoft Office suite experience • Office and Administration experience • Call centre experience |

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| Skills | <ul style="list-style-type: none"> • Highly organised with excellent time management skills • Effective communicator – both orally and in writing • Team worker with good interpersonal skills • Able to perform effectively under pressure | |
| Personal style and behaviour | <ul style="list-style-type: none"> • Personal commitment to the Peoplesafe values • Self-motivated and proactive • Diplomatic and flexible • Confident working autonomously | |
| Other requirements | <ul style="list-style-type: none"> • Commitment to delivering a high-quality customer service • Ability to work well as an individual but also as part of the support team | |

Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.
