**JOB DESCRIPTION**

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| **JOB TITLE:** | Customer Support Officer |
| **HOURS OF WORK:** | Full time and part time opportunities available |
| **REPORTS TO:** | CSC Manager/Shift Leader |
| **DEPARTMENT:** | Customer Experience |
| **LOCATION:** | Guernsey/Isle of Man |

## JOB PURPOSE

* To be the first line of customer support, answering calls and online enquiries for a range of customer issues providing support and advice on technical and general customer queries.
* Provide general support for products and services including but not limited to: Sales, Service, Provisioning, Billing, Payments, Faults, Assistance, Conference Bureau and Mobile help desk.
* To provide routine administration including but not limited to: customer registrations, Data input and maintenance of customer data in internal systems, reporting and additional activities as required.
* Flexible working hours; to an agreed level. Working within a team, applicants should note that the role will include working evening, weekends and bank holidays on a rota basis.

## MAIN DUTIES AND RESPONSIBILITIES

* A single point of contact for the customer, providing end to end support in an accurate, professional and timely manner by phone, email, web chat and social media. Giving a first contact resolution on issues/questions for all products (Mobile, Broadband, Home Phone etc.) wherever possible.
* Undertake training to operate all systems in the Contact Support Centre in order to resolve such customer enquiries.
* Embody the Sure values and make every customer interaction an opportunity to extend and strengthen a customer relationship.
* Record, interrogate and diagnose customer issues/faults for all “General” services, provide information or a first call resolution when possible; to decide upon and implement correct procedures to ensure a solution.
* To take payments and resolve customers normal billing enquiries.
* To manage conference calls and bureau services.
* Provide an excellent customer experience by advising and actively promoting our products and services, thereby enhancing sales and making retaining the customer a priority.
* Proactively inform the CTIO engineering team and Products team of any major customer affecting issues as they emerge in a timely manner.

In addition, the person will be required to;

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**COMPANY VALUES**

* One Team
* Customer Driven
* Trust
* Simplicity

## SKILL REQUIREMENTS

**Essential**

* Excellent customer focus, empathy and experience of working in a customer facing role.
* Superb telephone manner and listening skills.
* Good communication skills, both verbal and written, particularly in regards to using appropriate levels of communication to our varied customer base.
* Strong relationship and networking skills
* Willing to work outside normal working hours to provide customer focused support shifts
* Ability to produce accurate, good quality work.
* Competent word processing and document formatting skills.
* Well organised and methodical.
* Demonstrate an interest in current and future technology.
* Smart appearance and ability to promote Sure’s progressive image and high standards of customer care.

**Desirable**

* Experience of working in a technical role.
* Eager and quick to learn new skills and technologies.
* Appreciation of the telecommunications market and customers.
* Able to use their initiative to tackle a broad range of problems.
* Ability to work either as part of a team or independently as and when required.
* A cheerful and optimistic attitude to work.
* Calm and controlled under pressure.

The CSC General support function at this time operates from 8 a.m. to 8 p.m. Monday to Friday and 9 a.m. to 6 p.m. on Saturdays also some public holiday cover will be required. Therefore applicants should note that they will be required to work shifts within these times, and that these times will be subject to change.