

Job Title: Customer Service Agent

Location: Egham

Role Overview

The role is responsible for maintaining high levels of customer service and support for dedicated key accounts. You shall develop and sustain excellent customer relations whilst ensuring the commercial impact of accounts are upheld, are primary objectives of the role

Key Responsibilities

- > Single point of contact to meet communication needs of key International customers
- > Management and ownership of cases throughout their lifecycle and through to completion
- > Case diagnosis and first line qualification of issues before call out
- > Ensure cases are restored for service within SLA
- > Central point of contact between International customers and proAV suppliers
- > Booking of engineering resource / Logistics / Travel / Critical Spares etc
- > Raising of accurate escalations in a timely manner
- > Booking of preventative maintenance visits
- > Engagement with other proAV departments
- > Weekly touch-point meeting reports and chairing of conference calls

Desirable Skills

- > Experience of incident-based ticketing systems
- > Experience of CRM systems, (ideally Microsoft Dynamics)
- > Experience of working in an AV / VC technology arena

Additional Skills

- > Accurate recording of calls and customer/contract requirements
- > Effective action and follow-up of required activities
- > A meticulous attention to detail
- > Administration and organisational skills
- > Commercial awareness
- > Excellent customer relations and interpersonal skills
- > Ability to take responsibility

Further Details

Salary: Dependant on experience
Reporting to: International Helpdesk Supervisor
Department: FM: Helpdesk
Hours: 24 x 5 x 365 shift cover (shift times to be provided)

Contact

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