

JOB DESCRIPTION

Job Title: Customer Support Coordinator

Report to: Head of Customer Support

Department: Besafe

Core Purpose

Carry out all aspects of customer care for all Besafe contracts. Develop customer relationships to add value and retain business. Encourage communication and provide the link between Sales, Ops and the Customer.

Key Tasks

1. Assist with incoming and outgoing customer queries to arrive at resolution acceptable to Besafe and the customer.
2. To recognise problem issues and customer dissatisfaction levels and ensure problems are passed on to the relevant coordinator.
3. To be familiar with all company products and services.
4. Assist with the implementation of the PDA Barcode notices
5. Ensure customers and colleagues are fully informed of all actions taken and required.
6. Liaise and communicate with Besafe Operation
7. Encourage a proactive attitude from staff and provide solutions for problems.
8. Ensure company procedures are followed at all times.
9. Produce reports and information upon request.
10. Work under pressure to meet deadlines.
11. To assist with systems for Install & Uplifts.
12. To carryout effectively any other requests carried out by the Management.

Experience and Qualifications

- Experience of Customer Care
- A methodical and logical way of working
- Ability to communicate effectively at all levels, with individuals and groups, both verbally and in writing
- An ability to learn new systems quickly
- Creative approach to problem solving

- Exceptional self-motivation and determination
- Good organisation skills
- Excellent presentation skills
- IT skills