

CAREER OPPORTUNITIES

JOB TITLE:

Customer Support Co-ordinator



Background

Agilitas IT Solutions Ltd is the leading global innovator of customer driven IT channel services. Passionate about delivering first class IT services on behalf of our channel partners, we have been helping the major OEMs, IT resellers and managed service providers extend their service capability and improve service delivery levels to their customers for over 25 years.

We manage IT infrastructure across server, storage, networking and end user compute technologies and deliver complementing maintenance and professional services to channel partners across 60 countries and to over 15,000 locations throughout the UK, Europe and the rest of the world.

Due to multiple contracts coming on board, we have additional vacancies for customer support co-ordinators to join our team. **French language skills are required.**

Job Purpose

The Customer Support Co-ordinator works on the Customer Services team as the primary interface between Agilitas and our customers with the aim of delivering the highest levels of customer service to meet our contractual SLAs as well as commercial and satisfaction targets.

Main Duties & Responsibilities

- Manage end to end customer service experience
- Check and record customer interaction with the tools provided
- Collation of monthly reporting statistics
- Effective use of company IT tools: CPIMS, Morse, Contracts Database, Call Logging, Sharepoint
- Taking ownership of operational customer issues through to resolution
- Working within agreed escalation process for service issues
- Accurate collation of monthly billing for customers
- Work in a commercially efficient manner (timely returns, most economic courier etc).
- Capture of T&M billing and reporting there of
- Clear understanding of contractual obligations for each customer
- Build strong working relationships with contracted customers and internal service providers

Main Duties & Responsibilities

In order to fulfil the coverage that we offer our customers, we are currently reviewing our patterns of working so you must be flexible and open to work a shift pattern which will include standard day shifts, evenings and weekends (37.5 hours a week)

We work a 3-shift system over 7 days between the hours of 6 am and 10 pm (37.5 hours per week) so access to your own transport is preferable.

We pay an additional unsociable hours bonus of £1 per hour for all hours worked between the hours of 6 am to 7 am and 7pm to 10 pm

Essential Qualifications, Skills & Experience:

- Good working knowledge of MS Office packages
- Good knowledge of office systems
- Proven customer services experience
- Excellent telephone manner and interpersonal skills
- Excellent oral and written communications skills
- Good organisation/planning skills and the ability to prioritise and organise your own workload
- Ability to apply initiative to resolve problems
- Self motivated, positive and a proactive attitude
- Accuracy and attention to detail.



Desirable Qualifications, Skills & Experience:

- Experience and understanding of I.T. industry
- Service management qualification – ITIL preferred environment
- An understanding of Quality Management Systems (eg ISO9000)
- Educated to GCSE standard or equivalent
- Previous experience of complex administration work requiring initiative
- Previous scheduling role.

* Please note that the successful applicant will be required to pass SCC UK MoD clearance to be able to perform this role.

In Return

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- Salary of £18,000 to £18,500 per annum following successful completion of the six month probationary period
- Standard 22 days holiday + bank holidays (increasing to 25 days with service).
- Additional ½ day birthday holiday
- Ability to 'earn' an additional 4 days per annum if you win

quarterly awards based on the company PRIDE values.

- Cycle to Work Scheme.
- Death in service (2 x salary).
- Access to Medicash Cash Plan – cash back towards everyday healthcare bills and a wide range of other wellbeing benefits, unlimited access to virtual GP, 24/7 employee assistance programme, retail discount scheme.
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.
- Dress down Fridays.
- On site parking available.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.