

CAREER OPPORTUNITY

JOB TITLE:

Customer Support Coordinator



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.

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 and 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

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)

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.



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Benefits

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

- Competitive salary, dependant on experience
- 25 days holidays plus Bank Holidays
- Additional ½ day birthday holiday
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

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.

