

## CUSTOMER SUPPORT ADVISER

### CHELTENHAM

### FULL TIME, PERMANENT

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success. We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.

Find out more at <https://uk.ipipeline.com/>



### YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)
- Competitive holiday allowance
- Well stocked kitchen of free soft drinks, tea, coffee and fruit
- An annual wellness allowance to keep you happy and healthy

## PURPOSE OF THE ROLE:

To provide excellent customer service to our user base, ensuring an efficient and effective response to all calls, emails and live chat enquiries. Working to resolve technical issues raised by customers using our software and ensuring that all customer enquiries are dealt with in an accurate and timely manner.

## RESPONSIBILITIES:

- First point of contact for all telephone, email and live chat user enquiries, investigating, analysing and resolving technical and operational questions and difficulties, ensuring excellent customer service and a positive image of the company are presented.
- Recording all call details accurately in our customer database, detailing both issue and resolution in a clear and consistent manner.
- Ensuring any issues that cannot be resolved are recorded and escalated appropriately in a timely manner to the appropriate area of the company and working with other teams to manage through to a satisfactory resolution, maintaining ownership of the resolution and customer contact.
- Considering changes to products and services from the customer point of view, identifying and escalating any issues or improvement opportunities as appropriate.
- Contributing to continuous improvement of processes within the team and ensuring these processes are effectively documented.
- Identifying call trends and highlighting these to the Customer Support Manager.
- Assist with the maintenance of customer technology solutions and provide solution administration and configuration support.
- Provide technical support to field staff and conducting customer site visits if required.
- Maintain an effective working relationship with other team members and departments

## SKILLS REQUIRED:

- Excellent written and verbal communication skills and telephone manner
- Demonstrable customer service and PC skills
- Strong analytical skills and the ability to apply them
- Ability to communicate effectively with all callers whatever their level of IT knowledge
- Ability to work well under pressure

## KNOWLEDGE REQUIRED:

- Thorough working knowledge of PCs, their peripherals, Microsoft Windows operating systems, Microsoft Office, various browsers and the technology market

## PREVIOUS EXPERIENCE:

- Proven experience in a customer services position
- Customer service experience within the financial services or technology related industry

## QUALIFICATIONS REQUIRED:

- Good standard of education demonstrated by GCSE (or equivalent) passes, English and Math's A-C

## PERSONAL QUALITIES:

- Self-motivated
- Interest in technology
- Excellent time management and the ability to prioritise multiple tasks simultaneously
- Friendly, professional and helpful manner
- Enjoys problem solving
- Diplomatic
- Resilient
- Capacity and willingness to learn

To apply please email [cheltenham.recruitment@ipipeline.com](mailto:cheltenham.recruitment@ipipeline.com) with your CV and cover letter.

For information on how we store applicant information, please see our [Job Application Privacy Policy](#).