



Job Description

Service Help Desk 1st Line Support

With well over 100 customers and customer contacts way in excess of this number, growing day by day, this is a very busy job!

Your role will be to handle all incoming calls and emails from existing clients, log each of them using the company's ticketing system, use a triaging system to prioritise, direct and wherever possible, resolve all queries, pass them on to someone who can, or escalate them as necessary to ensure that the query is satisfactorily closed to the enquirer's satisfaction.

You will need:

The ability to

- triage and assess issues or queries flagged by a range of customers
 - work with set SLA timeframes and manage a customer's issue through to completion where required
 - understand incident reporting of queries or issues a customer has raised either via email or telephone.
 - escalate and clearly communicate issues to the 2nd line team as necessary and ensure resolution
 - work under pressure and prioritise accordingly
 - use MS applications
- Previous experience in customer services is essential
 - Excellent verbal and written communication skills
 - A calm, positive, helpful, courteous, and custom focused manner
 - Confidence in how you handle calls and respond to emails
 - A quick thinking, agile mind
 - A fun, friendly, engaging and supportive disposition
 - Keen to be part of the wider team
 - Following relevant product training, confidence in understanding basic technical and product procedures, and an ability to clearly communicate actions to resolve basic customer issues and queries
 - Willing to develop skills for technical operational and monitoring support

Key IVR Limited, 8 Durham Lane, West Moor Park, Armthorpe, Doncaster, DN3 3FE

t. +44 (0) 1302 513 000, sales@keyivr.com, www.keyivr.com

Company Registered in England No. 6512297, GB VAT Registration No. 937 0404 35

- Ambitious for future learning and development in a dynamic, growing IT and technology environment

This, obviously, is a busy role and whilst the basic hours are broadly 9am – 5pm, there will be a requirement for some unsocial hours / rotational shift working to cater for peak demand and increasing international time zone cover.

Salary: c£17K - £19K

How to Apply

Please email your application to careers@keyivr.co.uk. No agencies please.

Background:

Key IVR is an industry leading SaaS business, already a market leader in the UK, with the potential to dominate the customer payment solutions and IVR services technology space internationally. To underpin planned, massive, growth, the company is seeking to appoint a number of high calibre individuals right now across a number of, mainly already existing, roles.

Job Posted: October 2018

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