

# Customer Support Advisor

SAMpeople

T: 01924 907319

W: [sampeople.co.uk](https://sampeople.co.uk)

## About the role:

**Job title:** Customer Support Advisor

**Working hours:** 37.5 hours

**Salary:** £24,500

### What will you do day to day?

As a Customer Support Advisor, you will be responsible for providing first-line support to customers who purchase our SaaS products. You will handle customer enquiries via both telephone and ticket systems, investigating queries to determine if a referral to second or third-line support is necessary. Excellent customer service skills and logical thinking are essential. You will also be responsible for tracking information, contact, and outcomes, and liaising with internal departments and other stakeholders to resolve issues.

### Key Responsibilities for the role:

- Provide first-line support to customers purchasing our SaaS products, addressing their inquiries and concerns.
- Investigate customer queries to determine if escalation to second or third-line support is required.
- Deliver customer support via telephone and the customer ticket system, ensuring timely and effective resolution of issues.
- Maintain excellent customer service standards, ensuring customer satisfaction and positive outcomes.
- Track information, contact, and outcomes accurately, ensuring all data is recorded and accessible.
- Collaborate with internal departments and stakeholders to resolve customer issues efficiently.
- Think logically and systematically to troubleshoot and resolve customer problems.
- Continuously improve customer support processes, identifying areas for enhancement.

### Required skills and knowledge for the role:

- Proven experience in customer service or a related field, preferably in a SaaS environment.
- Excellent communication and interpersonal skills.
- Strong investigative and problem-solving abilities.
- Ability to think logically and systematically.
- Proficiency in using customer support ticket systems.
- Strong organisational skills and attention to detail.
- Ability to work collaboratively with internal teams and stakeholders.

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### Qualifications/Preferred Skills:

- Familiarity with SaaS products and related technologies.
- Experience in providing technical support.
- Knowledge of customer relationship management (CRM) tools.

### The good bits:

Here are the benefits of working for SAMpeople and FusionHR.

- 25 days annual leave plus 8 bank holidays (increases annually with service up to 29 days)
- Your birthday off work In addition to the above!
- Holiday purchase scheme – you can buy up to an additional 3 days leave
- Pension scheme
- BUPA Healthcare Cashback Plan
- Free onsite parking
- A clear career pathway as soon as you join
- Free fresh fruit and snacks delivered weekly
- Employee Assistance Programme
- Time off for those special events; nativities, school plays, & graduations
- Hybrid working
- Great company social events

### A bit about us:

At SAMpeople, we're bringing together decades of expertise supporting HR in schools with the latest in people technology. Helping over 1,800 schools and trusts hire, manage and support their most important asset with clarity and confidence every day.

We are education specialists that provide Impactful products & services to help schools and MATs manage their people and deliver the best outcomes for children.

Our vision has always been to **'create better futures for our children through Innovative people solutions'**.

Our team have a vast depth of knowledge in school business management and EduHR. That's our pedigree. In fact, our founder and Managing Director worked as a School Business Manager/Consultant for 7 years before setting up Fusion HR In 2011!

You will be working with a variety of people, with different experiences and skills. However, we are also parents, dog owners, gig goers, cyclists, gym bunnies, festival goers and yoga enthusiasts. Our team song is 'Don't Stop Believing'. Come and join the fun!

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