



JUSTACCOUNTS

Job Title: **Customer Support Adviser / Trainer**

The Role will be varied but mainly consist of integrating software and accountancy knowledge of the JA and Other Accountancy software systems into customer Support Advice and software training.

The role includes the following:

Training (internal and external):

- Creation of training delivery process
- Training delivery
- Creation and management of User Guides and Manuals
- Remote webinars.

Software:

- Testing
- Feeding back potential improvements

Support

- Provide first line support via various platforms to Clients and Staff working for Accountancy firms. This will be mainly email and phone, but also include Facebook, Website, Twitter, LinkedIn.
- Creation of FAQ' section, Regular update Webinars showing new features.
- Maintenance of FAQ's, online helpfiles and documents
- Contribution to the operational product development process, feedback, wish list logging, testing etc.
- Taking ownership for and resolving escalated queries and complaints which arise from either service or product related issues, within agreed service levels
- To maintain awareness of issues affecting customers.
- Maintenance of the knowledgebase and help file articles.
- To ensure their own product and technical knowledge is continually updated and communicated to customers whilst retaining an appreciation for competitor products.
- Contributing to the operational product development process.

Skills & Knowledge

- Ability to communicate effectively at all levels including telephone and social Media.
- Excellent planning and organisation skills
- Excellent customer service skills
- Self-reliant and self-motivated
- Excellent Presentation skills

- Excellent verbal and written communication skills
- Strong team player
- Have a logical and analytical approach to troubleshooting and problem solving
- Ability to analyse and interpret data and information in a timely manner

Experience

- Previous customer-based telephone experience essential.
- Prior Knowledge of Accountancy Software desirable

Personal qualities

- Additional Detail
- Customer focused
- Good timekeeping, Attendance
- Team player
- Good communicator
- Diligent