**The Highfield Group**

Job Description

Digital Customer Support Advisor

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| Version | Date | Author | Notes |
| 1.0 | December 2022 | Mike White | First Version |
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# JOB DESCRIPTION

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| --- | --- |
| Job Title | Digital Customer Support Advisor |
| Responsible to | Head of Customer Support |
| Responsible for | N/A  |

# JOB PURPOSE

As a Digital Customer Support Advisor, you’ll Provide first line support for customers requiring assistance with digital Highfield products.

# MAIN RESPONSIBILITIES

Whilst working closely with the Head of Customer Support and other Senior Managers, you will:

* Provide all customers with the very best customer service.
* Resolve technical queries relating to digital Highfield products
* Support new customers to Highfield digital products with set up and respond to queries
* Ensure queries are dealt with in line with Highfield’s Service Level Agreement of 1 working day.
* Test current and new products to ensure full compatibility with devices, operating systems and browsers.
* Provide remote training by phone and/or video conferencing to customers on the use of Highfield’s systems.
* Provide internal support on Highfield’s products, including training if required, to members of all other departments.
* Provide and manage digital downloads, such as PowerPoints, including full support to customers.
* Support other members of the team as required.

**KEY COMPETENCIES**

* Customer focused.
* Excellent verbal and written communications skills.
* Highly organised and ability to work to tight deadlines.
* Very good attention to detail.
* Knowledge of internet browsers and competent in the use of web-based systems.
* Great problem-solving skills
* Active interest in technology and digital programmes
* Previous role in customer service.
* Experience with online learning systems and products.

# POST HOLDER’S OBLIGATIONS

* To carry out their duties having full regard for “The Highfield Group Way of Working” (please see below).
* To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.
* The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.
* To competently use all office equipment and relevant software programs including but not limited to Microsoft Office (Word, Excel, PowerPoint, Outlook), HABC web database, Zendesk and Sage CRM.
* Be willing to learn new skills, including how a basic network functions, Learning Management Systems and fault-finding, in order to offer technical support where required.
* These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# THE HIGHFIELD GROUP WAY OF WORKING

* Think customer;
* Be passionate about our products and services;
* Be a team player;
* Accept responsibility for your actions;
* Be enthusiastic, honest and confident;
* Listen and learn and respect confidentiality;
* Be loyal and committed to the Company and your future within the Company; and
* To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

* To build on your strengths and develop your skills;
* To recognise the value of your contribution;
* To respect the balance between life and work;
* To maintain confidentiality;
* To provide excellent working conditions; and
* To reward loyalty, commitment, innovation and outstanding performance.