



ZEN INTERNET JOB SPECIFICATION

JOB ROLE: Technical Customer Services Executive

As a Technical Customer Services Executive at Zen we want you to create a lasting impression with our customers. We are looking for enthusiastic, talented individuals to provide a high level of customer care at the heart of Zen Internet's Business Philosophy.

This is a challenging and rewarding position with the chance to provide a premium, efficient first point of contact which entails fielding and resolving a diverse range of enquiries from customers who have placed an order for Zen Internet products /services. This is primarily a phone based role where you will be expected to deal with a high volume of enquiries over the phone while still maintaining a high standard of service quality.

Specific Duties and Responsibilities Include:

- Dealing with Residential, Business and Corporate customers to meet their specific requirements.
- To analyse and respond appropriately to queries from customers via telephone calls e-mails and letters which relate to:
 - Individual customer requirements and the willingness to go that 'Extra Mile'
 - Order placement, status and progress
 - Guide customers who may – or may not – be technically proficient towards an appropriate solution
 - After-care and support
- To exceed customer expectations within tight time scales.
- Flexibility, tenacity and the desire to succeed
- Liaising with internal departments as required
- Recognising opportunities to up-sell our product range and refer customers to our Sales Team

**• PERSON SPECIFICATION
TECHNICAL CUSTOMER SERVICES EXECUTIVE**

	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
QUALIFICATIONS and EXPERIENCE	Educated to HNC Level or equivalent in an IT related subject together with experience in a customer contact role OR Relevant work experience in a Customer facing role	Proven track record with an IT/ISP environment.
SKILLS REQUIRED	Ability to converse clearly and concisely over the phone	
	Proficient user of Internet and a sound understanding of e-mail	
	Able to quickly establish a rapport with customers and build a long lasting customer relationship.	
	Ability to analyse customer needs and the confidence to recommend solutions and resolve complex issues.	
	Able to compose an appropriate response to customer enquires by e-mail.	
	Capable of managing own workload with minimal supervision, and tight deadlines, so that queries are resolved to the customer's satisfaction.	
	Ability to work on own initiative when faced with challenging situations– whilst still contributing to the wider team.	
ASPIRATIONS	To develop within a customer service team at Zen Internet while enhancing Customer Services quality & support	Potential team leader
DISPOSITION/ MOTIVATION	A very positive outlook	
	'Can do' attitude.	
	Willing to go the extra mile for customers.	
	Keen to learn so that changes in services and products can be effectively related to technical and non technical customers.	
OTHER	Eligible to work in the UK.	

Starting Salary: c.£14k to £18k, dependent upon experience, plus Benefits

Benefits:

- Salary reviewed every 6 months
- Investment in training
- Optional Group Pension Plan with employer contributions
- Optional opportunity to join a Medicash scheme at Corporate discounted rates
- 22 days annual leave, rising to a maximum of 28 days – dependent upon service
- Free Home Broadband Account; and Discounted Products and Services
- Free car parking
- Discretionary annual bonus, payable in December, dependent upon company performance
- Notice Period: one month

Hours:

37.5 Hours per week, currently worked over a shift system between the hours of 0900-1700 Monday - Friday