



Senior Customer Support Agent Position Description

Duties to be performed:

The purpose of this role

Our Senior Customer Support Agents are responsible for empowering Customer Support Agents along with our customers to competently and confidently use our products and services, growing our reputation and customer advocacy with each interaction.

You must have strong system acumen, a curiosity to understand how things work, quick learning ability, technology savvy, the drive to get to the bottom of things and the ability to communicate complex matters in simple terms.

The key responsibilities of the role

The Senior Customer Support Agent is responsible for delivering engaging and effective customer service via phone and/or email or live chat, with a view to continuous improvement of our Customer Support OKR's. The team provides a 1st class customer experience that makes us stand out from our competitors and ensures our customers love us as much as we love them. The Senior Agents will assist the Team Leader / Customer Support Manager when and as required and will be the escalation point for other less experienced support agents should they need assistance in resolving customer queries.

Specifically, the Senior Customer Support Agent will:

- Understand the team and their individual KPIs and how they directly impact the Customer Support OKRs
- Take ownership of assigned KPIs ensuring everything possible is being done to achieve these, advising their Team Leader if additional support or training is required
- Respond to customer emails / phone calls / live chat in a professional, respectful, and empathetic manner to get their issue resolved as quickly and as accurately as possible (meeting SLAs always)
- Along with the team leader, coach and mentor Customer Support Agents to troubleshoot and solve issues as a second point of contact whilst empowering Agents to maintain ownership of their cases and bring to resolution independently wherever possible
- Review all resources available before asking for help, making suggestions on articles / content required and assisting to draft content as and when required
- Take the lead to assist with categorising the unassigned queue as and when required
- Monitor the teams frontline channel to assist in real time with any questions from less senior members of the team
- Escalate cases as necessary to the Team Leader or L2 Support (Technical Support) following accurate processes
- Ensure all case data and notes within Salesforce is documented, clear, accurate and professional (covering all customer interactions) with case comments and resolution. Where applicable enrich the salesforce data, such as contact information for accurate record keeping



- Provide regular and timely updates to customers in accordance with SLAs on any cases that requires escalation and additional internal support
 - Take ownership of issues right through to resolution with the customer and ensure the outcome is immediately communicated back to the customer
 - Provide accurate, relevant and helpful customer feedback to the product team when requested
 - Review case load and customer feedback periodically with Team Leader to identify and act on opportunities for improvement
 - Support knowledge share across the team by creating knowledge share articles and/or adding to the FAQ / Knowledge Hub
 - Actively participate in both technical and soft skill professional development
 - Identify opportunities for continuous improvement within the Customer Support Function and act as a role model for the team demonstrating best practices at all times
-