

## Customer Care Technical Support Executive

### **The role**

An exciting opportunity has arisen, for a dynamic individual, centred on the latest innovative optical metrology technology. This is a key role within a growing organisation for the successful candidate to drive all aspects of customer care centred on product technical support and administration.

Looking after our customers and ensuring that they are given excellent service is key. You'll be at the heart of our busy operation, liaising with customers, suppliers and staff to meet customer requirements for service and calibration, upgrades, breakdowns and general enquiries.

### **Key responsibilities**

- Develop a thorough understanding of our products and the markets that we operate in (training will be provided)
- First response to all customer telephone and email enquiries relating to service, calibration, repairs, breakdowns, spare parts and upgrades
- Building relationships and managing customer expectations to provide solutions and schedule engineers visits in a professional and timely manner
- Liaising with suppliers and our technical staff to resolve issues and ensure high levels of customer care
- Raising and managing support cases, taking ownership and escalating as appropriate
- Work within commercial constraints to ensure job profitability
- Input into systems planning and strategy for the department for continuous improvement of existing processes
- With the support of our in-house marketing and telesales team, explore new markets and generate leads
- Work to pre agreed KPI's to achieve success

### **The candidate**

We are looking for a well organised, proactive individual able to prioritise workflow and manage a customer facing role with a technical bias.

Essential for this role:

- Interest in our products and supporting technology
- Excellent customer facing skills
- Strong organisational skills and attention to detail
- Competent and efficient administrator
- The ability to:
  - ✓ plan, organise, prioritise and deliver results
  - ✓ develop a good rapport with customers and suppliers
  - ✓ quickly understand customer requirements and identify suitable solutions
  - ✓ remain calm under pressure and enjoy the challenge of dealing with customer queries
  - ✓ problem solve issues with a technical bias so with training, you can talk to engineers (ours and the customers) and carry out basic fault-finding
  - ✓ work with Microsoft office suite, particularly Excel and Microsoft Outlook
  - ✓ supervise other administrative staff to support the work carried out in the department

***What we offer***

- Competitive salary and commission
- Company pension scheme
- Modern, purpose built office and showroom facility
- Varied and stimulating work
- A supportive team and environment

***The company***

Based in Market Harborough in a modern, purpose built facility, we supply, service and calibrate video and optical microscopes, endoscopes, non-contact measuring instruments, force measurement and surface analysis equipment across the country. Applications are diverse and involve delivering inspection solutions to many industries including aerospace, automotive, electronics, general engineering and academia for use in production, development and research environments.

This is an ideal opportunity for an ambitious, motivated, customer-focused can-do individual to progress their career. If you have the skills and qualities required and want to play a part in the growth of our organization, we look forward to receiving your CV with a covering letter. For an informal discussion, please call Helen Talbot-Smith on 01858 436940.