

# Customer Support Specialist



<b>Job Title</b>	Customer Support Specialist	<b>Job Family</b>	Zellis Support Services
<b>Grade</b>		<b>Reports to</b>	Customer Support Manager
<b>Location</b>	Kochi	<b>Team Size</b>	Not Applicable

## About the role:

The Customer Support Specialist is on the front lines at Zellis, solving customer issues across a variety of contact channels. They ensure that we are delivering the best possible service for our customers and that issues are resolved within target SLAs. They will be a subject matter expert focused on delivering the best possible support for our customer base and as both an escalation and reference point for fellow team members.

They will be adept at speaking to a variety of customers ranging from HR managers, system administrators, IT professionals and internal Zellis colleagues to diagnose and resolve complex customer problems.

## Role Accountabilities and responsibilities:

### In this role your key responsibilities will be:

- Be a subject matter expert in Zellis products and the support process.
- Provide real-time support for a wide range of software related queries across a variety of contact channels.
- Achieve established targets to required productivity levels and quality standards in order to deliver excellent customer support and an effortless experience.
- Progress, own and manage cases escalated from colleagues to resolution, adhering to Service Level Targets and other key customer-driven KPIs
- Perform data analysis to investigate, diagnose, and apply corrective action and/or use troubleshooting techniques to identify solutions / workarounds for application issues
- Review cases passed from colleagues where a defect has been identified, create the associated problem, knowledge article and DevOps record and manage the customers' expectations through defined process
- Identify outstanding cases being worked by other team members which relate to problems you have raised, and update cases as appropriate
- Identify opportunities for case deflection including trend analysis, creation of knowledge articles and potential product enhancements
- Review/approve knowledge article content, ensuring no duplication within the knowledgebase
- Identify creative troubleshooting workarounds and support recommendations for cases that cannot be resolved through existing knowledge articles or troubleshooting steps

**Making People feel appreciated for the work they do.**



- Escalate individual support cases that cannot be resolved through available troubleshooting steps to extended teams
- Adhere to all Support procedures, policies and quality standards and work with the Quality Manager and Continuous Improvement Manager to suggest and drive process improvements
- Promote Zellis products and services, both internally and externally
- Understand root cause and make recommendations on processes and product design to improve efficiency, productivity, and customer satisfaction
- Represent your team and/or Zellis Support Services during internal/external meetings
- Maintain and update accurate case and customer information within our systems

**Essential Skills:**

- Proven analytical and problem-solving skills with the ability to take ownership of any problem and see through to resolution
- Experience in a multi-channel customer service contact centre
- Excellent written and verbal communication skills
- Previous relevant experience of supporting any HCM Software Product Suite
- Able to work independently, manage your own time and priorities, giving urgency when needed
- Able to multi-task, manage a diverse workload
- Be approachable and able to share your knowledge through mentorship
- Self-motivated and resilient
- Be confident in leading internal huddles, meetings, and external customer meetings, documenting and sharing outputs
- Well organised with an attention to detail
- Flexibility to work in rotational shifts across a 24-hour window (6:30 am to 6.30 am next day) throughout the week, including weekends
- Positive and flexible attitude to work
- Ability to work under pressure and to tight deadlines
- Ability to work with cross-functional teams
- Ability to learn using all available resources and retain knowledge effectively

**People Leadership / Team Leadership:**

- Not Applicable

**Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc**

## About Zellis

### **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**

Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.

**Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.

### **Our history**

We have over 50 years of heritage and industry experience – and we've been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.

We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.

After acquiring Benefex, we're now even better equipped to serve the complex needs of our customers.

### **Our vision**

Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There's nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs. We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today's business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.

### **We're proud of our culture**

At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We're committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.

**Our values**, which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.



#### **Unstoppable together**

We **work together** to achieve amazing results.

We are **inclusive**, celebrating differences and respecting others.



#### **Always learning**

We build **expertise** in ourselves and others.

We are **dynamic**, always looking for better ways.



#### **Make it count**

We work with **precision** and pace.

We take **ownership** for what we do and how we do it matters.

