|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | Senior Customer Support Advisor | **Job Family** | Moorepay Operations |
| **Grade** | TBC | **Reports to** | Customer Support Manager  |
| **Location** | Swinton/Hybrid | **Team Size** | N/A |

|  |
| --- |
| About the role: |
| Moorepay, part of the Zellis Group, service businesses in HR and Payroll, across the UK and Republic of Ireland. Thousands of organisations rely on our products and services to make sure their HR and Payroll needs are met. With new investors, an ambitious growth plan, this is an exciting time to join the Moorepay team, to build a career, drive change, and help supercharge our customer support. If you love the idea of working in a customer-centric, people focused, fast-paced and data-driven role, then we want to hear from you!In this role you will report to the Customer Support Manager, providing support to customers with application related queries and issues. You will be communicating with customers, helping them use Moorepay products. You will help improve the product by raising issues and new functionality requirements. You will be a subject matter expert on our applications and focused on service delivery to provide a great customer experience. |
|  |
| **Role Accountabilities and responsibilities:** |
| **In this role your key responsibilities will be:** Working in a team alongside other Customer Support Advisors to ensure customer’s payrolls are managed timely, accurately, and securely.To own, take responsibility and be accountable for the customer journey, always ensuring service excellence.Answering customer queries about the Moorepay systems via Zendesk and telephone within service level agreements, striving for customer advocacy and first contact resolution.Coach and mentor customer support advisors helping them become Moorepay product subject matter experts.Be a point of escalation for customer support advisors for complex queries, client expressions of dissatisfaction or complaints.Provide support to customers on a service improvement plan. Liaising with internal stakeholders, within support, sales, customer success, marketing and tech, to help manage a customer’s payroll.Use Zendesk to record details of all client interactions.Complete all set tasks accurately and efficiently, adhering to deadlines, instructions, policies and procedures and training as appropriate.Raising system bugs and improvement ideas with technical support.Knowledge share with peers to create a team of system experts.Help customers understand how best to use their Moorepay Software to support their business needs.Update internal and external customers on bug fixes and new features.Work closely with the Technical Support to investigate and resolve issues.Keep up to date with technology trends, product enhancements, industry developments and HR / Payroll legislation.**Qualifications / Experience:** **•** You will have experience of working with applications• You have previously worked with SaaS products• You are an analytical thinker with an innovative approach to problem solving • You can work to deadlines with appropriate prioritisation• You can take ownership of decision making when required• You are comfortable working with others, building effective working relationships with clients and colleagues • You have excellent communication skills both written and verbal• You embrace change as technology, products and services evolve. |
|  |
| People Leadership / Team Leadership: |
| * N/A
 |

|  |
| --- |
| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| You'll work on a hybrid basis, Tuesday, Wednesday and Thursday, from our Swinton office. Some travel to other offices may be required from time to time.  |

|  |
| --- |
| 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.Text  Description automatically generated |