# Customer Support Agent

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| Job title | Customer Support Agent | Job family | *n/a (HR use only)* |
| **Grade** | *n/a (HR use only)* | **Reports to** | Customer Support Team Manager |
| **Location** | Hybrid – UK (Peterborough, Watford, Bristol) or India (Kochi) | **Team size** | 0 direct or indirect reports |

| About the role: |
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| The Customer Support Agent will represent Zellis Customer Support in internal and external based Customer interactions.  You will demonstrate key technical and operational skills in a multi-channel environment, focussing on delivering the best possible solution support for our customer base. You will engender a customer-first approach, placing the customer support experience and their satisfaction at the heart of everything you do.  You will be supporting Zellis solutions speaking to and interacting with varied customer persona, including HR and/or payroll managers, finance managers, system administrators, IT professionals and internal Zellis colleagues to diagnose and resolve customer impacting solution issues.  You will have the ability to identify and support continuous improvement, focussing on quality measures and technical specialist knowledge, to ensure a consistent, repeatable model approach to service delivery. |
| **Role accountabilities and responsibilities:** |
| **In this role you will:**   * Demonstrate key technical and operational skills for the role, for example supporting and resolving issues with Zellis Solutions, including Elementsuite, Everyday, ResourceLink, MyView, HCM cloud/AIR, including for example issues with configuration, pay elements, user security, organisation and job structures * Contribute towards team goals and objectives, including SLAs, KPIs, Customer brand NPS and employee engagement eNPS * Competent at investigating and diagnosing data issues for data structures * Provide multi-channel support for complex advice & guidance queries and/or solutions requiring subject matter expertise * Progress, own and manage cases to resolution, adhering to operational outcomes and Service Level targets and keeping the Customer and colleagues regularly updated as to progress * Perform data analysis to investigate, diagnose, and apply corrective action and/or use troubleshooting techniques to identify solutions / workarounds for solutions issues * Review cases where a defect has been identified, create the associated problem, knowledge article and DevOps/ProductHub record and manage the customers’ expectations through defined process * Alongside your peers, 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 reduction and deflection including trend analysis, creation of knowledge articles and potential product enhancements * Review/approve knowledge articles, 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 * 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 proactively participate in ongoing 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 Customer Support during internal/external meetings * Always provide a positive customer experience to ensure customer satisfaction * Consume new product releases and contribute to the consumption of new releases across the wider Customer Support community * Follow a methodical approach to identifying and resolving simple risks and issues; anticipate and raise more complex risks and issues to enable them to be mitigated * Follows set development path for your role/specialism and take the initiative to develop skills and knowledge by identifying (and agreeing with manager) appropriate development opportunities   **Critical Competencies:**  You will have:   * Experience delivering Customer Support or equivalent operational services for small-medium scale software, advisory, or Managed Services customers; HCM industry knowledge is advantageous * Experience working within a team and cross-functionally to achieve targets, incl SLAs, KPIS and successful outcomes including excellent Customer service * The ability to work independently, be self-motivated and resilient (especially under pressure and working to tight deadlines), manage your own time and priorities, giving urgency when needed; able to multi-task, manage a diverse workload * Strong all-round and confident multi-channel communication skills (written and verbal); ability to influence peers and customers * Experience being well organised and having an attention to detail * Proven analytical and problem-solving skills with the ability to take ownership of any problem and see through to resolution * Experience following development paths and taking initiative to gain knowledge and to consume new product/service capabilities and supporting & influencing continuous improvement * Experience understanding the levers for change, including reducing and deflecting inbound support demand, and influencing and achieving the outcomes for improved Customer Success from NPS and pulse surveys * Experience contributing to asset library for the team * Experience supporting peers to create the best team experience * Ability to help more junior colleagues with their development * Industry recognised qualification would be desirable |
| **Special circumstances / Other requirements e.g. travel requirements, working arrangements etc** |
| You will be expected to be onsite with the Customer Support teams in Zellis locations during the working month, primarily where your own team is located but with potential to travel to other Zellis locations, sometimes overnight. This role may also involve travel to Customer sites or the Zellis office in Kochi  You will have some flexibility to provide on-call support as required to include evenings and weekends on a rota basis |

| About Zellis Group |
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| We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **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.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **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.  A screenshot of a computer  Description automatically generated |