

Job Summary

Customer Support Advisers are the first point of contact, which means you will be communicating directly with customers. You will help customers by answering queries, identifying software issues, liaising with the development team and much more.

Location:

12 Waterside Court, Albany Street,
Newport, NP20 5NT

Salary:

£17,500 - £20,000 per annum (based
on experience)

Job Type and hours:

Full or part time, up to 40 hours per week
(we are flexible and happy to chat!)

Reporting:

Account Manager

What will your first 3 months look like?

- You will successfully complete your training with our senior customer team, and you will be comfortable answering customer queries.
- Your confidence will increase, and you will be comfortable guiding our users through the various tools via phone and email.
- You will actively contribute to achieving high customer service standards. You will collaborate with the rest of the customer support team to discuss customer feedback.
- You will become familiar and comfortable with every member of the CashCalc family and work closely with multiple teams to improve the customer experience.
- Mistakes might be made during the learning process. That's ok! We all learn from our mistakes.
- You will learn and be confident with financial jargon and start learning more about some of our more complex calculators.
- You will work closely with the other members of the team and perform regular admin tasks, such as billing and invoicing and general user account management.
- You may be ready to progress and branch out, such as providing regular assistance to our potential new customers on trials, or you may want to conduct webinars.

Want to be part of a team that thrives on passion, creativity and self-development? Then get in touch at

careers@cashcalc.co.uk

What do we require from you?

- Strong written communication skills and excellent customer service skills are essential
- Excellent etiquette via telephone and face-to-face.
- Computer literacy and experience of Microsoft Office Suite (Word, Excel, Outlook etc.)
- An enthusiastic team player willing to share/gain best practice
- If necessary, or should you wish, you should be able to work effectively remotely
- A proven track record of self-organisation and time management is favourable
- You must be a problem solver and ensure delivery of the best possible outcome for customers
- A genuine willingness and appetite to learn is essential for further progression

Customer Support Adviser do not require previous experience in finance, or in customer support. However, you must be eager to learn about our profession (particularly cashflow planning) and demonstrate a passion and commitment to achieving high standards for our customers.

What is in it for you?

- You will be working within a growing fin-tech company which develops market-leading technology used globally
- Full training and development will be provided, not just limited to your current role
- You will have the opportunity to develop your career
- Company pension (5% us – 3% you) and free financial advice are provided
- You will have access to our health and wellbeing scheme, which includes regular social events (such as our regular pizza parties, quiz nights, and award celebration dinners).

How do you apply?

The first step is to simply get in touch by emailing careers@cashcalc.co.uk with a cover letter and CV. Within 1 week, we will give you a quick call/send you an email with the aim to arrange an interview. If you are not sure you have all the skills and experience to apply, go ahead and apply anyway! We welcome all applications and we would love to hear from you!