

## Job Summary

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Customer Support Advisers are the first point of contact, which means you will be communicating directly with account holders. You'll help answer queries, manage accounts, liaise with the development team and much more.

**Location:**

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

**Job Type and hours:**

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

**Salary:**

Competitive Salary (based on experience)

**Reporting:**

Account Manager

## What duties will you conduct?

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- You will communicate with account holders by phone, email and occasionally in person
- If account holders require help with their day-to-day use of the software, you will provide the necessary support
- Once necessary training has been completed, you will be asked to conduct webinars for individuals and/or groups demonstrating the software
- You will work closely and assist the development team with regular feedback, ideas and suggestions
- Regular administrative tasks, such as billing and invoicing, will need to be completed for effective account management
- Account holders on a 28-day trial will require regular assistance and attention
- You will be asked to create new user guides, as well as maintain existing versions
- Statistics will become your best friend and you will need to report all findings to the Account Manager

Customer Support Advisers may be asked by their line manager to conduct additional duties, such as training new staff.

**Want to be part of a team that thrives on passion, creativity and good old-fashioned fun? Then get in touch at [careers@cashcalc.co.uk](mailto:careers@cashcalc.co.uk)**

## What do we require from you?

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- You must have good phone and face-to-face etiquette
- You will need to be computer literate and skilled in Microsoft Office Suite (Word, Excel, Outlook and so on)
- You should be a team player and 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
- Good written communication skills and excellent customer service skills are essential
- Ability to have fun is a must!

Customer Support Advisers do not require previous experience in finance or customer support. However, you must be eager to learn about our profession (in particular cashflow planning) and demonstrate a real willingness to achieve high customer standards.

## What additional information should you know about?

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- You will be required to keep up to date with legislative and industry changes which affect the company and the account holder.
- You will also be asked, from time to time, to complete additional tasks to help the company. For example, assume the role of head chef during our regular pizza parties!

## What is in it for you?

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- You will be working within a growing fin-tech company which develops market leading technology and is used around the world
- Full training and development will be provided, not just limited to your role
- You will have the opportunity for career development into numerous roles
- Generous holidays plus a company pension is included
- You will have access to our health and wellbeing scheme, which includes regular social events

## How do you apply?

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The first step is to simply get in touch by emailing [careers@cashcalc.co.uk](mailto:careers@cashcalc.co.uk) with a cover letter and CV. Within 1 week, we'll then give you a quick call/send you an email with the aim to arrange an interview. If you're still not sure you've got the skills and experience to apply, do it anyway! We welcome all applications.