

Job Title	Customer support executive	Role	Permanent, full time (9-5)
Reports to	Customer support manager	Place of work	Ipswich (mainly office based)

About Inform Direct

Inform Direct is a multi-award winning online company secretarial software solution, supporting over 300,000 UK companies. Our mission is to take the mystery out of company secretarial work, helping businesses and their accountants manage statutory filing and keep their records up to date.

We strive for excellence in everything we do, both in developing amazing product features and providing unparalleled support to our customers. Continued growth means we have opportunities for passionate individuals who share our commitment to quality to join our Ipswich-based team.

Job summary

As the first point of contact for Inform Direct users, the customer support executive will consistently deliver an exceptional quality of service to new and existing customers. Always putting themselves in the customer's shoes, they will provide prompt, clear and helpful information to allow users to make full use of Inform Direct. The successful individual will consistently delight our customers with their problem-solving skills, caring approach and the in-depth knowledge they'll develop in the role.

Principal responsibilities

- Provide front-line customer support via telephone, email and online chat, offering prompt and accurate solutions to customer queries
- Investigate and diagnose customer issues where the solution is not immediately apparent
- Liaise with colleagues to resolve the most complex queries and escalate where appropriate
- Work alongside the Sales Team to onboard new customers, providing telephone-based training and other support to help potential customers recognise the value of Inform Direct
- Proactively engage existing customers, gathering ideas and feedback and ensuring customers can make the best use of the product, offering further training as required
- Use the company's CRM systems to maintain records of the progress of customer activity
- Process customer orders of company secretarial products
- Contribute to and, where appropriate, manage customer-focused projects

- Identify trends in customer queries and work with other members of the customer support team to develop efficiencies, including new customer support materials

Skills and experience

- Experience in providing outstanding customer service
- Highly IT literate and keen to become an Inform Direct software expert
- Problem solving and analytical thinking, with the ability to engage constructively with complex customer requirements and software features
- Excellent verbal and written communication skills, being able to explain intricate company secretarial concepts to customers in clear, plain English
- Patient and empathetic with good listening skills
- Able to multi-task, prioritise and manage time effectively
- Experience with accountancy, legal, financial or professional services industries desirable

The right candidate will

- Always want to learn, demonstrating proactivity and resourcefulness in researching answers
- Relish taking ownership of complex, bespoke queries, applying their keen intelligence
- Exhibit excellent drive, motivated to impress via quality and quantity of work
- Always bring enthusiasm and positivity, with a passion for helping others