

Product Support Agent – Automotive.

Full time position, permanent.

Salary + bonus and company benefits, based in Wroughton, Swindon

About Elcome.

Since 1999, Elcome has been a market leading provider of global automotive data and cataloguing solutions for the vehicle replacement parts aftermarket. Today, we handle all the data management needs, and produce software solutions, websites, electronic and printed catalogues for some of the Automotive Aftermarket's biggest international brands. The company's modern UK head office is situated in comfortable surroundings, near Wroughton, on the outskirts of Swindon (within commutable distance of Chippenham, Newbury and Cirencester), with free parking onsite.

The Opportunity.

Reporting to the Customer Support Manager, a **Product Support Agent** is required, on a permanent basis, to provide both first line support to customers using our products and nurture relationships with prospective clients. The successful candidate will work closely with the Support Co-ordinator and Development department to ensure customers issues are dealt with effectively and efficiently within our agreed SLA's, and with the Marketing team to support new business campaign activities.

Responsibilities and Duties will include.

- Providing support to customers and customer-facing teams within the company; answering support queries via phone, email or live chat.
- Investigating and resolving simpler issues within our range of products, (using knowledge that will be developed over time whilst in the role).
- Reporting support queries, bugs and escalating more technical issues to the relevant teams in a timely manner, via our helpdesk system, and tracking them through to their resolution to meet agreed company SLA's.
- Supporting customers in the use of our products by providing necessary training and advice.
- Carrying out market research, using tools such as LinkedIn, web searches and referrals, to identify specific contacts or find out targeted information about an organisation.
- Making telephone calls and following up sales leads generated by marketing activities with prospective clients.
- Using people and rapport building skills on the phone to find out relevant needs and issues.
- Maintain internal systems and assist in the upkeep of the Elcome Contact Management Database.



Vacancies

The Candidate.

- Meticulous and methodical in your approach to work
- Confident verbal communicator with a high level of written ability
- Exceptional organisational skills
- A strong team ethic, with a willingness to learn and exceed expectations
- English GCSE C or above or equivalent experience
- Experience of working within a customer facing environment
- Exposure to Zendesk, JIRA and Microsoft office products (Outlook, Excel, Access) desirable but not essential

Your Next Step.

If you see yourself as the person we should be appointing as our new Product Support Agent, then apply today by sending your CV, with a brief introduction as to why you are attracted to this position, addressed to:

Becky Dixon, Customer Support Manager

becky.dixon@elcome.ltd.uk

or post to:

Elcome Ltd, The Engine Shed,
Overtown Manor, Wroughton,
Swindon SN4 0SH

Closing Date for Applications:

Friday 10th January 2020

NO AGENCIES PLEASE