



JOB DESCRIPTION

JOB TITLE: Customer Support Co-ordinator

RESPONSIBLE TO: Project and Assistant Operations Manager

PURPOSE OF JOB:

This is a hands-on Team Leader role responsible for delivering Customer Support to WCCTV's diverse client base, and the day-to-day supervision of a dynamic team of Customer Support administrators.

You will play a pivotal role in assisting WCCTV's Project and Assistant Operations Manager and Marketing Manager drive excellence in all customer interactions, maintain, measure and report on customer satisfaction and develop the skills of our Customer Support Team.

MAIN RESPONSIBILITIES:

Customer Support

- To facilitate any incoming enquiries from WCCTV's customers, providing them with technical support resolutions in line with company objectives
- Daily checking/assistance of all elements of customer support, (technical support enquiries which have been logged, returns and trials) – ensuring SLA's are met and early warnings are created
- To coordinate a skilled team of Customer Support Administrators
- Display the highest levels of verbal and written communication both internally and externally
- Coordinate and communicate effectively with account managers and customers on updates to orders, deliveries and delays
- Assisting with Daily Site Activity report queries, technical and operation queries
- Weekly reporting for the UK/USA, technical support enquiries and returns statistics (categorised and measured against departmental KPIs). These will be presented to WCCTV's Project and Assistant Operations and Marketing Manager at the weekly Customer Experience Meetings
- Creation of internal/external troubleshooting guides/tutorial videos in line with WCCTV's quality guidelines

Additional Responsibilities

- Supporting the Project and Assistant Operations Manager in delivering high standards of service across all channels
- Supporting the Marketing Manager develop and draft customer driven support content
- Identifying and delivering any necessary customer training development to improve overall accuracy, productivity, and quality
- Providing effective people management information that will identify areas for improvement and show progress of individuals, in relation to service performance, quality and training needs
- Identifying opportunities for departmental improvements and solutions



Team Leader Responsibility

- Hold regular team meetings and monthly 1-2-1s with direct report lines.
- Take remedial action as required if an individual's performance does not meet the required standards.
- Ensuring the team is focused on customer service 'Best Practice' at all times
- Ensuring customer support process flows are updated for existing products and created for new product developments
- Ensuring the team are achieving their KPIs daily, and identifying opportunities for improvement