

Job Description

Designation: Part time - Service Desk - Live Chat Monitor

Responsible to: Service Desk Manager

Location: Hove

Salary £13.45 per hour (£11,191 per annum based on current living wage rates)

Public-i has been designing, developing and delivering AV and streaming solutions for more than 25 years. During that time, we have built a reputation for providing our clients with the highest possible standards of support and customer service – with our customer delivery team on hand to ensure all our clients' webcasts run smoothly.

The position sits within the Service Desk and reports to the Service Desk Manager. The working pattern is currently 9-1 Monday- Thursday.

Our live chat monitor will assist the Technical Team with the provision of our Customer Service Desk and front-line support to ensure that we maintain excellent customer service delivery. The post-holder will provide support to our client base via our live chat service assisting with webcast tests, live stream starts and assisting with emails where applicable.

Key tasks of this role include:

- Providing first point of contact for customer Service Desk enquiries - Assisting customers with any queries they may have via webchat, email or phone.
- Remote support and monitoring of live streams
- Logging and managing of caseload from beginning to end using our existing CRM support process
- Using excellent notetaking and communication to ensure vital information is passed onto the service desk job

Skills:

- Strong communication skills in dealing with both customers and internal departments and the ability to build and maintain relationships.
- Excellent customer service via phone, email, online and face-to-face where appropriate.

- Time management and good organisational skills along with the ability to prioritise and manage workloads.
- Strong analytical skills to investigate and solve client problems.
- Self motivation and planning skills. The ability to consistently deliver high quality work with minimal supervision.
- Ability to keep calm under pressure.

Desirable:

- Experience of working with CRM systems or databases
- Customer service experience

Person Specification

The ideal candidate for this role will be able to remain calm under pressure and have the ability to prioritise a busy workload to ensure that customer issues are dealt with in the most appropriate way. You will have the ability to think quickly and outside of 'standard' solutions and will be confident in your ability to understand a range of technical questions.

This role is a crucial part of our small, but best-in-class, service desk team. The right person for the role will understand their role as part of that team and have a great collaborative working mindset.

The purpose of the role is to deliver the highest standard of service to enhance the overall customer experience and it is therefore of paramount importance to us that you are enthusiastic, willing and cares about doing a good job.