



Job Description

Job Title:	Customer Support Assistant
Location:	Malvern, UK
Reporting to:	Support Manager
Hours:	25 hours per week
Contract:	6-month Fixed Term Contract and reviewable after this time to become permanent
Salary:	Real Living Wage

The Company

Smartbox creates technology that gives a voice to people who are unable to use speech to communicate. Our products include a combination of specialist hardware, software and content which are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

Smartbox is the UK's leading supplier of AAC technology but we are well aware that there are many more people that need alternative communication than currently have access to it.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

The successful candidate will be part of our customer service team.

We provide technical and implementation support to people who use assistive technology, professionals in the industry and our network of distributors. Our customers contact us from around the world using a variety of channels from email and phone to Facebook and online chat.

We have a one size fits one philosophy to ensure the disabled people who use our products have the best solution to meet their specific needs. This means the support we provide is bespoke and requires an in-depth knowledge of our specialist software, content and hardware. You will need to empathise with users and professionals who call us for help, many of whom will have limited knowledge of computers. Patience, understanding and excellent communication skills are as important as technical competence.

Responsibilities

- Provide technical support for our full product range, including legacy products, across the full range of support channels – these are currently phone, email, online chat and Facebook.
- Provide more advanced support via remote sessions (using Team Viewer) as appropriate.
- Offer advice and guidance on how to get the best out of our hardware and software.
- Solve problems caused by Microsoft Windows or system configurations.
- Train users and professionals on our software and hardware.
- Log all support queries into CRM system and update records as necessary to ensure knowledge is shared and customers' experiences are consistent.
- Embrace new support technologies and proactively seek to develop our support channels.
- Create written knowledge base articles for frequently asked questions so people can self-serve on our website and for future signposting.
- Create quick videos or screen captures to demonstrate hints, tips and how to's that can be shared on our website and social channels.
- Liaise with other teams regularly to resolve customers' issues as required. Other Smartbox teams include software development, admin, repairs and sales.
- Support our UK and US sales teams as required. These teams are customer facing with speech and language professionals, UK NHS Hubs, US key centres, assistive technology users and schools so will sometimes need timely support while conducting assessments or training sessions.
- Provide occasional weekend social media cover – approximately 1 weekend every 12 weeks - to our Facebook Community.
- Work occasionally from our Bristol office – approximately once a month - to ensure close collaboration with our development and marketing teams.
- Keep up to date with our product developments to ensure a high level of support knowledge.
- Attend and support external training days or company events when required.
- Be proactive in assisting with any development or research projects as required.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills

- Candidates must be able to consistently offer a friendly point of contact for customers who need our support – a smile in everything that you do
- Excellent interpersonal communication skills
- A confident and friendly manner
- Excellent written English skills
- Good attention to detail
- Patience
- Willingness to learn
- Can do attitude

Useful skills

- Knowledge of Microsoft office tools and programmes
- Willingness to work with people with disabilities
- Experience of using social media in a professional capacity
- Technical knowledge of iPad or iOS platform are advantageous
- Clean driving licence

Additional Information

- Our core business hours are 9am – 5.30pm. Within this position you may be required to work on a rostered shift pattern between 8am – 7pm to ensure all our customers receive the best possible service. Please only apply if these flexible hours are suitable for you.
- Flexible hours or school hours will be considered for this position.
- Working between the office and your home is possible, during COVID period and beyond.

Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group Life Assurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Laptop provided
- Office fruit provided
- Flexible working opportunities
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

At Smartbox we believe everyone has the right to a voice. This belief is what the company was founded upon nearly 20 years ago and remains true today. We welcome applications from members of all communities and encourage those from diverse groups to join us.