**Role Description & Person Profile**

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| **Role**  |  |
| **Job title** | Customer Support Analyst |
| **Division** | Intellync |
| **Department** | Product Team |
| **Reporting to**  | Customer Support Team Manager |
| **Location** | Home based |

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| **Description** |  |
| **About us** | At Intellync, we put our users first. We aim to build products that organise Agri Tech information and make it universally accessible, bridging the gap between people and technology. We are an innovative, market leading dairy technology business that is building and implementing on farm solutions, transforming how farmers work across the world with customers in Europe and the USA with plans for continued growth year on year.  |
| **Role Description**  | As a Customer Support Analyst, you will provide support to our customers and users on all parts of our farm technology systems. This will include training and troubleshooting across all our system platforms. On a day-to-day basis you will be handling incidents and escalated issues with internal staff and third parties, ensuring our customers are supported as per contractual agreements and SLAs. You will be providing first line support, troubleshooting issues, and contributing to performance measurement with timely and accurate ticket logging. You will also support & monitor customers during their onboarding, training customers, suppliers, and users of our farm software platforms, to make sure they get the best out of our products.To provide support to our customers as we grow, this role will potentially require covering out of hours calls on a rotational shift basis. This is not an immediate requirement. This is a global role, and a great opportunity to gain an understanding of dairy farming across multiple countries.Working hours for this role are Mon-Fri GMT 1.30pm – 10pm. |
| **Responsibilities**  | Working towards KPI, SLA response and resolution times for all activities:**Product Support** * Answer customer calls, email-cases, and inbound message inquiries
* Handle incidents and escalated issues with internal staff and third parties
* Focus on first level resolution in real-time, and work through more complex cases with the broader team and ensure 100% customer satisfaction.
* Support and assist sales and marketing teams
	+ Effectively respond to incoming sales inquiries, typically, over the phone and via email
* Investigate non-conformances.
* Ensure processes and procedures are followed and maintained
* Contribute to performance measurement with timely and accurate ticket logging.

Service transition * Support & monitor customer onboarding, including scheduled follow up calls and training for customer success and early life support.
* Support & monitor the transition to business as usual (BAU)
* Ensure processes and procedures are followed and maintained and suggest process improvements where possible.
* General ad hoc support may be required outside of this as we grow, and the products develop
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| **Person Profile/Knowledge** Experience, any formal qualifications and necessary keys areas of knowledge or experience. |
| **Essential** | **Desirable** |
| Previous experience of working in a customer support/service role ideally with experience of managing support over several platforms including telephone, email, web chat etc. | Experience, understanding or passion for the agricultural industry or specifically Dairy Farming being comfortable to talk to customers from this industry  |
| IT proficient with experience of MS office including Outlook and excel, ideally with experience or the ability to learn bespoke systems and software  | Previous experience of working towards KPI’s/SLA’s with an understanding of customer service agreement requirements |
| Customer focused with ability to understand viewpoint with empathy – our products feed and manage animals on working farms  | Multilingual – English is our business language however we have customers and teams that speak a number of languages so any additional languages welcome – The ability to speak Spanish is essential. |
| Excellent communication, interpersonal and presentation skills  |  |
| Fluent in Spanish both Written and Verbal |  |
| **Key Behaviours** | * Maintain high-level of professionalism and competence in every interaction
* Ability to think using own initiative with a resolution or problem-solving mindset in an organisation that’s still growing and enhancing procedures where you may have to use own initiative to solve a problem rather than having a toolkit/process bible approach
* The role provides a high level of autonomy and independence so requires a self-starter motivated to solve problems.
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| **Other Factors**Trave, shift pattern, working hours, Licence type etc. | * Current language/customer bases are English, Danish, German, Spanish and Dutch
* Role holder will be required to cover on call and shift rotas subject to county of support, customer base and team size
* Some travel may be required this could include training, customer support or any other ad hoc business travel – may be within country or international
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