



Customer Support Advisor – Supplier Support

Hellios Information is a supplier information and risk management company operating in financial services, defence and retail industry sectors. The company was founded to benefit major blue chip companies and their suppliers by providing a single streamlined approach by providing and sharing data across an industry community in areas such as modern slavery, cyber security and GDPR.

Hellios has grown from a start up in 2012 to having over 50 employees and turnover of more than £5million. The Company is continuing to grow quickly and a key part of this role is to contribute to the Company's future growth

The ethos of Hellios and each of our employees is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners and the way we work with our customers please visit our website at <http://www.hellios.com>

Job title: Customer Support Advisor - Supplier Support
Location: Kemp House, Chawley Park, Cumnor Hill, Oxford OX2 9PH
Reporting to: Team Leader
Job summary: To provide excellent customer service in our Supplier Support team. Explaining the benefits and processes associated with our service as well as handling enquiries and issues through first line support.

Key responsibilities

- Build a rapport and strong relationship with customers by advice and support throughout the onboarding process
- Make 40-50 outbound calls per day to supplier customers to explain the benefits of the scheme; to help them with their registration for the first time; to assist with renewal of their annual subscription
- Accurately log and maintain records of customer contact, activity and outcomes on our CRM system
- Provide accurate and clear information to supplier customers, explaining the benefits and processes involved to complete an online questionnaire required by our buyer customers

- First line support for a variety of customer enquiries including IT and procedural issues, concerns and complaints, updates on application and process status
- Speaking with customers with regard to payment of their subscription fee as a new or renewing customer
- Actively participate in team meetings to share and communication information
- Work consistently to ensure personal targets relating to call rates are consistently met and exceeded

General

- Work together as part of the Operations team to ensure overall KPIs and process deliverables are consistently achieved
- Be pro-active at all times and 'go the extra mile' to uphold a first class customer experience

Key requirements

Knowledge and experience

- Previous experience in a customer service environment
- Working knowledge of data management and data analysis
- Demonstrable experience of process improvement
- Proven track record of working to deadlines and targets
- Customer contact through inbound and high volume of outbound calls
- Ability to adapt to the needs of a growing business

Qualifications and skills

- Education to degree level (or equivalent)
- Highest accuracy and attention to detail
- Strong organisational skills
- Detailed working knowledge of Excel to Intermediate or Advanced level
- Good knowledge of other MS Office applications
- Articulate with a confident telephone manner
- Strong communicator with good interpersonal skills
- Commitment to provide excellent customer service at all times
- Flexible in approach

Salary and remuneration

This post will attract a competitive salary and our benefits include:

- 25 days holiday per annum including 3 days between Christmas and New Year
- Contributory pension scheme
- Quarterly complimentary staff lunch
- Free car parking
- Flexi Friday scheme
- Refer a Friend scheme (applicable to some posts)
- Complimentary seasonal fruit and snacks

Further information

The Operations team deliver our core business to the highest quality and through first class customer service. All postholders should be computer literate with a good working knowledge of MS Office especially Excel. Extensive training will be given on specific applications.

The postholder will be required to work Monday to Friday, 37.5 hours per week.

The career progression for this role may be in account management or specialist Operational roles.

There may be a requirement to work from home subject to Government guidelines on Covid-19