

ROLE PROFILE

Job Title:	First Line Support Executive	Location:	Bracknell
Department:	Technical Support	Hours of Work:	9.00am – 5.30pm
Reports to:	Internal Systems/Technical Support manager	Grade:	Team member

The main purpose of the job:

To provide excellent customer service to Quest customers regarding queries with bespoke software.

Customers include mortgage lenders, packagers, brokers, panel managers and surveyors.

Main tasks of the job (in order of priority):	% of time spent
<ul style="list-style-type: none"> • Effectively handle first line telephone enquiries from customers regarding software queries. • Effectively handle queries through the 'In box' in Outlook • Log calls effectively through the internal system • Judge when to pass the call through to second line support • Deal with all general technical support enquiries from new and existing customers • Keep to the response standards set out as key performance indicators • Assist with the testing of new enhancements or features in order to feedback any technical problems before they occur • Assist in some general product customer enquiries 	

Qualifications/raining	Essential/Desirable	Selection Method
Good standard of general education A level standard	Essential Desirable	

Competencies	Essential/Desirable	Selection Method
Technical: <ul style="list-style-type: none"> • Accurate data entry skills • PC literate (knowledge of Microsoft excel, word, outlook) • Previous frontline customer service experience with a genuine commitment to quality customer service and customer satisfaction • Strong technical translation skills – able to translate technical information into terms that customer can understand • Outstanding troubleshooting skills 	Essential Essential Essential Essential Essential	
Leadership: Not applicable		
Behavioural: <ul style="list-style-type: none"> • Minimum of 1-year customer services experience • Customer focused • Excellent verbal communication skills • Excellent telephone manner • Works efficiently and quickly under pressure • Good scheduling skills – ability to multitask, prioritise and plan • Excellent team player • Ability to interpret customers requirements • Outgoing, enthusiastic, honest and confident 	Essential Essential Essential Essential Essential Essential Essential Essential	

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