



MERIT

**YOUR  
SOFTWARE  
PARTNER**

Customer Support Analyst

## Customer Support Analyst

Our busy support team is the heart of our business. When something goes wrong, or our customer has an important question, we're always here to help them. The job of a Customer Support Analyst isn't finished until the customer walks away happy.

For this role, initial knowledge of payroll and IT isn't as important as experience in customer service. We can teach you the nitty gritty details on the job, but from day one you need to have a passion for helping customers, be an extroverted people person, and always find the answers to our customer's questions.

As you grow within the role, and your knowledge of our software and industry increases, we offer excellent internal career progression. We will always support you with training, development opportunities, and assistance from other departments to help shape your career and further your knowledge.

Our mission as a company is to continue developing our online software, our customer services, and our support desk, so those we work with can be the best they can be. +

### To land this role you'll need to be able to show:

- You're a people person who can speak confidently to a wide variety of people
- Excellent verbal and written communication skills
- An analytical / problem-solving mindset
- The skills to track customer issues until they are resolved
- The ability to build relationships with customers on a long-term basis
- An interest in solving IT problems
- A keenness to learn and progress
- You enjoy working as part of a busy team

### Ideally you'll have (although these can be learned on the job):

- Customer service experience

### On a typical working day you'll be:

- Answering customer calls
- Replying to customer emails
- Gathering as much information as possible from the customer to record into the online ticketing system about their problem
- Keeping on top of your assigned tasks and providing updates to our customers
- Investigating issues and providing solutions to the customer as your knowledge increases
- Maintaining your workload based on SLA (Service Level Agreements) – you'll need to get back to customers in a set time or ask for help to achieve this
- Ad hoc duties as required – all our teams help each other out

## Perks of the job

It should almost go without saying that we offer all the perks you'd expect like free parking, free tea, coffee and fruit, holiday that increases with length of service, flexitime scheme, free mental health support service, regular training, (as well as a full staff welfare facility with rest and dining facilities, giant TV, Xbox, ping pong, exercise schemes, and company events).

But we also offer something less tangible – a happy workplace, full of friendly people, who enjoy coming to work. We've cultivated a strong culture where friendships are made internally and the importance of a healthy work/life balance is understood.

## Thinking of applying?

Make sure you've read the above information and can show this in your CV and covering letter.

We'll then shortlist everyone and invite you back for a longer interview if we feel you'd be a good fit.

## COVID-19 info:

- Covid safe office with distancing and one way system (For you, we may need to carry out interviews and tests in quieter parts of the building might need to ask you to scan an NHS QR code on entry as a visitor)
- Hand sanitisers at all entrances, toilets and desks.
- Weekly deep cleaning by professional cleaning company.
- Some of our staff may be working remotely, so we may need to carry out some of our normal HR processes over video calls.