



Customer Support: Account Technical Support

Green Energy Options (geo) are looking for an enthusiastic Customer Technical Support Champion to join their growing team as an Account Technical Support. Based just outside Cambridge, geo prides itself on its friendly and supportive workplace that promotes diversity, embraces inclusion and cultivates respect for all individuals. geo has an energetic, positive working culture, with fantastic benefits including 25 days annual leave, continuous training and development opportunities, regular social events, 5% employer pension and much more!

Reporting to the Customer Services Manager

Our Business

Based in Cambridge (UK) Green Energy Options (geo) specialise in the design, manufacture and support of energy management display and information systems for domestic markets across Europe. Our focus is helping consumers understand and manage their domestic energy (and water) consumption. As such we design, manufacture and support consumer products. Established in 2006 geo is now one of the leading home energy management system companies in the world having sold over 4 million systems. We are listed in the Sunday Times Tech Track 100 fastest growing UK tech Companies for a third year running and in 2017 we won a Queen's Award for Enterprise: Innovation. With major contracts to supply the UK smart metering programme, multiple connected home contracts and a growing distribution channel the company is continuing to experience substantial growth.

The Position

This is a Customer Support role reporting to the Customer Services Manager. You will take responsibility for the Customer Service account management for our major business clients such as SSE, Npower and EDF Energy. You will also be responsible for supporting the continual improvements in relationships with our business customers. You will be a B2B customer champion and support delivery management for on-boarding (Including generating Service Operational Manual and Customer Requirement Documents). As part of this, you will be expected to develop a consistent approach for methods and style of communication.

Essential Skills

- Experience in working closely with customers is essential (preferably in a B2B environment)
- Proactive approach to problem solving
- Results orientated
- Experience working for a technology company would be advantageous
- Focused on high quality outputs
- Experience, and a strong working knowledge, of customer helpdesk platforms
- Confident, Personable and Professional
- Technological aptitude, with the ability to grasp new concepts quickly
- Strong personal organisational and time management skills

Responsibilities

You are responsible for:

- Developing well defined user & installer journey work flows and customer scenarios
- Ensuring product & support information on B2B user engagement platforms are both maintained & enhanced including for different territories.
- Generating and delivering training programs
- Work closely with the operations team to triage customer support issues
- Notifying B2B partners in advance of issues impacting their end users
- Handling field issues as required
- Managing metrics and prioritising support issues, interfacing with Engineering team
- Delivering resolutions within defined SLA's
- Producing routine internal and customer defined reports
- Supporting warranty and claims triage (including invoice, credit and financial reconciliation)
- Providing a seamless channel between Customer Support and Sales Support activities
- Supporting the internal and external audit process
- Developing support tools
- Administration of our Freshdesk Support Platform

Applications

To apply for this position please email your CV and Cover Letter outlining why you are interested and what you can bring to this role together with your salary expectations and availability to the HR team at recruitment@geotogether.com

