



Customer Support: Consumer Products Specialist

Green Energy Options (geo) are looking for an enthusiastic Customer Support Champion to join their growing team as a Consumer Products Specialist. 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 customer queries from omni channel platforms, including Freshdesk, E-mail, Phone, Live and Virtual Chat. You will handle and troubleshoot requests (technical and other) and escalate as necessary. You will also be responsible for supporting the continual improvements in end user experience with product and services. As part of this, you will be expected to develop a consistent approach for methods and style of communication

Requirements

You will be an enthusiastic, confident individual with the tenacity for driving and delivering improved customer experience; someone who can achieve insightful and innovative solutions for customers.

- Experience or a keen interest in developing within a Customer Support role is essential
- Results orientated
- Consumer customer empathy
- Focused on high quality outputs
- Confident, Personable and Professional
- A keen interest in technology
- Strong personal organisational and time management skills

Responsibilities

You are responsible for:

- Being a 'product champion' for consumer products
- Ensuring product & support information on user engagement platforms are both maintained & enhanced
- Generating and delivering geo's product support training packages
- Providing 2nd line support to geo's outsourced customer service partner SITEL
- Delivering resolutions within defined SLA's
- Operating geo's customer support escalation process
- Inputting into B2C product management decisions
- Proactively alert customers to potential problems
- Promoting new products, features and services to customers
- Supporting geo's customer complaint management process and managing queries associated with B2C defects, triage and warranty claims
- Reporting on consumer reviews: including suggesting ideas for driving improvements
- Providing a seamless channel between customer support and sales support activities
- Driving and maintaining product support materials

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

