
JOB ROLE **Customer Support Executive**

Location Kew / Brentford TW8

Job Type Full-time

Salary Offered £18,000 to £25,000 plus benefits

This is a great opportunity to join a busy team responding to 50-100 inbound support requests a week for e-commerce software support. We're on the lookout for a passionate customer service professional to provide 1st line software support - your main role will be to investigate and provide resolution to client's queries through to completion. The role will suit an IT Graduate with a qualification in computer sciences, programming or similar.

About You ...

- Have empathetic listening skills, enjoy problem-solving and a naturally positive, can-do attitude
- Have a personable manner with a clear, friendly and confident tone of voice
- Be confident and logical with your approach to IT issues and a fast learner
- Be organised, with excellent attention to detail and ability to manage multiple responsibilities simultaneously
- Be proficient with Microsoft Office tools, especially Excel

You're Ideal If You've Done Any of the Following ...

- You've previously worked on a software support helpdesk
- You've got previous experience working in the e-commerce industry, using Shopify, Magento or BigCommerce
- You've worked with marketplaces like Amazon and eBay a lot!

As a Customer Support Executive, You'll Be ...

An enthusiastic, upbeat individual who is quick to learn, has a genuine interest in online business and the skills and experience to help our clients grow their businesses. You'll also need to be able to keep up with our dynamic Technical Director, helping prioritise the department's key issues while resolving client's queries quickly and efficiently.

Your Role Will Include ...

- Getting immersed in our business; understanding our range of services, our client base and common solutions to client issues
- Dealing with client support tickets on our Customer Helpdesk and assisting with the general workload of the department
- Responding personally to between 50-100 support tickets a week, helping customers resolve technical queries
- Logging calls onto our internal system, testing new software functionality and assisting with remote training for new users of 247 CloudHub software (Our proprietary multi-channel e-commerce software)
- Ensuring all support documentation is up-to-date and socialising solutions through our knowledge base
- Working with remote technical teams in Silicon Valley and Bangalore
- Dealing with any other tasks as set by the Customer Support Manager

What you'll need to succeed ...

Our ideal candidate would be a technically-savvy problem-solver who enjoys using their knowledge and skills to address client's enquiries. Commitment and enthusiasm for our services are essential - we expect all employees to contribute to the continuous improvement of the company and be part of our success.

Our Ideal Candidate Will ...

- Possess a pro-active and positive approach to problem-solving
- Have a passion for technology, particularly e-commerce
- Possess strong communications skills (both written and oral) and be comfortable using modern technology
- Have the confidence to deal with senior level clients and members of their team
- Be able to think creatively and contribute ideas to resolving client's queries
- Be comfortable using their initiative while knowing when to escalate critical issues to their manager
- Be well organised to ensure that no client queries are lost or ignored
- Be capable of working effectively with our team of customer support agents
- Be reliable and punctual

About 247 Commerce

247 Commerce is an e-commerce organisation which designs, develops and integrates beautiful, technically advanced web shops for clients including the V&A Museum, Marks & Spencer, the National Theatre, the British Museum, Royal Navy, and multiple small and medium-sized businesses.

We're an officially accredited Magento Business Solution Partner, offering bespoke web store development services featuring highly customised integrations with client's existing software systems. This usually includes integrations with third-party ERP software, warehouse management solutions, CRM systems, payment gateways, shipping services, as well as a vast range of retail software solutions available on marketplaces.

We're also the developer of 247CloudHub, a multichannel e-commerce integration tool, which helps online retailers automate key operational processes, reduce costs and manage online selling operations efficiently. CloudHub's modular architecture and highly customisable features provide businesses with a single lightning-fast cloud-based system with all the tools required to scale e-commerce businesses efficiently across multiple websites and marketplaces.

We're looking for someone who combines great listening skills with a courteous manner and who is responsive to clients' needs. We do expect our employees to show commitment to the success of 247 Commerce, and in return, we offer a great package along with a strong commitment to helping you reach your career goals. You'll have plenty of learning opportunities and will work with incredible people on technically advanced e-commerce projects across the retail industry.



How to Apply ...

You must be eligible to work in the UK and, ideally, would be an IT Graduate with a qualification in computer sciences, programming or similar.

Applications in the form of a CV, which emphasises relevant skills and experience, together with a covering email, setting out why you'd like to be considered you for this role, should be sent to: jobs@247commerce.com.

247 Commerce is an Equal Opportunities Employer. It's important to us that 247 Commerce offers an inclusive and fair workplace for everyone. We work hard to offer a flexible working environment for all. We encourage an open and supportive atmosphere, where everyone feels included.