

# Support Consultant

## Job Description

<b>Job title:</b>	Support Consultant
<b>Reporting to:</b>	Support Services Manager
<b>Location:</b>	Glastonbury, Somerset
<b>Working hours:</b>	37.5 hours per week on a variable rota basis. Shifts are 8.00 – 16.30 and 9.30 – 18.00 on a fortnightly rota.
<b>Annual leave:</b>	25 days per year plus 8 UK bank holidays
<b>Benefits available:</b>	Pension / Private Health Care / Discretionary Bonus Scheme

### The Company:

WCBS has supplied leading management information systems and finance software to the independent and international schools' sector for over 35 years. Trusted by hundreds of schools in more than 40 countries, WCBS provides exceptional customer service and a portfolio of tailored solutions designed to support the admissions, academic, administrative and finance departments.

Through utilising the cloud-based or on-premise products that WCBS has to offer, schools can access, organise, manage and share information quickly and accurately. This saves valuable teaching and administrative time, so that schools can concentrate on what's important - developing strategies for success whilst delivering outstanding education.

### Job Role:

As an integral part of the Applications Support Team, our Support Consultants are responsible for providing advice and assistance to customers using our product suite. Reporting to the Support Services Manager, you will have close functional links with Product and Customer Account Managers plus the Development and Technical teams, to help ensure that customer satisfaction targets are met.

This role requires a high standard of personal organisation and the ability to collaborate as part of a team. You will need to be able to absorb and understand demanding customer scenarios and have a drive to deliver accurate and practical solutions. As a Support Consultant you will possess excellent verbal and written communication skills in order to develop a rapport with customers over the telephone, by email and using online chat.

You will be expected to quickly consolidate your learning experiences to gain a detailed understanding of product functionality.

You must also enjoy the challenge of working in a fast-paced and regularly evolving technical environment.

### Key Responsibilities:

- Understanding product functionality and best practice
- Delivering accurate and prompt advice to our customers
- Diagnosing, investigating and resolving customer product issues
- Providing customers with timely feedback
- Collaborating with other colleagues or teams to find customer solutions when appropriate
- Following processes to ensure business and team objectives are met

The above is not an exhaustive list of duties and you will be expected to perform different tasks as required.

### Key Requirements:

- Knowledge and interest in technology, particularly web browsers and reporting tools, plus Microsoft Windows and Office applications
- Excellent written and verbal communication skills
- High levels of organisational skills and the ability to progress multiple tasks concurrently
- Previous experience in a call centre, customer services, or customer support role

### Desirable Requirements:

- An ability and willingness to keep pace with software/technology developments
- A working knowledge of SQL
- Any experience with education and/or understanding of independent school structure and operation
- Any experience of finance and/or understanding of financial systems

### Additional Duties:

- Occasional Sunday support duties (working from home)
- Occasional international support duties (night shift, working from home)
- Any other reasonable task/duty deemed necessary.

