

Customer Service Representative

Background

Ulysses is a private software development company dedicated to the provision of Risk Management software and services to the public sector. The Ulysses System is already installed in over 100 organisations driving up the standards of Governance, Safety and Customer Services.

We are seeking to appoint a Customer Services Representative to join the team where the successful applicant will work closely with existing customers to ensure they are maximising the benefits of their system.

Reporting to the Business Development Manager and the Business Project Manager, the successful applicant will have demonstrable experience in a customer facing role and be a natural collaborator who can build productive working relationships with customers and team members.

About The Role

Customer Liaison

- To work closely with a set group of organisations to ensure they are using all modules effectively
- Maintain relationship with existing customers
- Communicate with existing customers; this will be via Webinar, telephone calls and an occasional site visit if required

Demonstrations

- Demonstrate current and new modules to existing customers
- Provide feedback to Business Development Manager and the Business Project Manager
- Arrange webinar demonstrations as appropriate
- To develop a deep understanding of the software products and their functions
- Practice demonstrations to ensure they will run smoothly
- Prepare and alter contents to target specific audience





Helpdesk

- Second-line support. The applicant will be required to answer support calls when the need arises, offering general assistance on use of the system and answering customer queries

About You

- Proven customer services background
- Experience in building client relationships
- Display a strong skill to influence
- Excellent communication skills, both written and verbally
- Ability to deliver a professional image
- Fast learner with the ability to absorb complex information quickly
- Self-motivated team player with strong inter-personal skills
- Drivers licence with ability to travel throughout the UK with occasional night away

Benefits and package

£23,500 per annum. 20 days annual leave per year (in addition to bank holidays)

Location

The role is based in Hampshire at our Havant office but may require occasional travel within the UK for on-site meetings with customers.

The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties which may be required from time to time. Any such duties should not, however, substantially change the general character of the post.

