



Client Services Support - Eduspot Client Services Team

Job Role: Client Services Support

Working Hours: Monday-Friday 08:30-17:30

Salary: Competitive

At Eduspot we design efficient educational software that makes life easier for schools and parents who are short on time and resources.

We think we've got the jump on other software providers as our company was founded to tackle the challenges faced by the education sector

An exciting opportunity has arisen to work in our busy Client Services team. You'll be responsible for supporting our current school customers, guiding them through our systems and offering advice and solutions to their questions. You'll also be expected to help train new customers on how to use our market leading solutions.

Role:

- Technical support (answering inbound phone calls and emails from our customers in need of product support)
- Software Training (phone calls, remote sessions, on and off site)
- Data Management (transferring data to and from external third-party software)
- High level software specification requests
- Software Setup (customisation, creating and implementing customer system designs)

Requirements:

In depth knowledge of the day to day working of school business management is advantageous, but not necessary. Applicants who have experience working with educational software or worked in a school setting are desirable.

Full training will be given; however, experience of customer service is essential.



Skills and Experience

You need to be a highly motivated individual who's not afraid of a challenge. You must be able to organise and prioritise your workload. Excellent communication, listening and interpersonal skills are important to this role as you'll be communicating with a wide range of people. Our team is friendly, fun and full of personality, so being a team player is extremely important!

Essential

- Excellent written and spoken communication
- Effective time management
- Customer service experience
- Organisation skills
- Good analytical and problem-solving skills

Desirable

- Full UK driving license as some travel may be required for off-site training
- Good Excel and Microsoft Office skills
- Good understanding of the education industry
- Salesforce experience

Benefits

- 25 days holiday per year plus bank holidays
- One additional day annual leave for each year after three years' service (Up to a maximum of five additional days)
- Great city centre location and open plan office
- Discounts in local bars and restaurants
- Free tea/coffee and fruit
- Lunch provided every Tuesday
- Team nights out
- Seasonal company wide events

To apply for this role, please email your CV to jobs@eduspot.co.uk by 12 noon on Friday 12th October.

