

# Recruitment: Customer Support Agent

## Job Description

We're a software company that helps safety conscious businesses and equipment owners around the world to reduce their paperwork and stay compliant. We're a team united by our shared values of working hard, being accountable and working together as a team.

Papertrail is based in the UK, with offices in North Wales and Newcastle and has a team of 12. Our customers and partners include global manufacturers of safety equipment, renewable energy companies and adventure parks around the world on every continent.

This role at Papertrail will amplify your career. You will have ownership and support to make a big difference and have an impact on our future growth.

If you're a person who is driven by customer happiness and success, then this role is made for you.

### **You're good at:**

- Excellent written and verbal communication skills.
- Competent and confident telephone manner.
- Spreadsheets & email skills.
- Communicating with fellow team members.

### **Extra awesome:**

- Collaborating with others to help develop and drive best practices.
- Working directly with clients to achieve success.
- You love inspiring others with enthusiasm.
- You have a never-say-never attitude.

### **What you'll do**

As our new Customer Support Agent, you'll be responsible for:

- Onboarding new customers efficiently and supporting their staff on how to use Papertrail effectively.
- Supporting new and existing customers by answering queries on how to use Papertrail.
- Working closely with account managers and our product team to ensure issues are resolved.
- Quickly identifying gaps in our product that impact the success of our customers.

- Clearly communicating the benefits of new product features and encouraging customers to promptly adopt them.
- Advising our customers on how to improve their performance and increase their return on investment.
- Proactively talking with customers to ensure that they get the most value out of our service,
- Work as part of a team in developing and nurturing customers into advocates to increase brand awareness and build a sense of community.

### **What you'll need**

We're looking for people with the following skills:

- At least 1 year of professional experience in a customer support or customer helpdesk role.
- Great telephone manner able to clearly communicate and understand customers questions.
- Ability to develop a deep understanding of the Papertrail system in order to provide support to our customers.
- Good spreadsheet skills manipulating customer data into tidy and consistent format to upload to the system.
- Excellent communication skills, a great listener.
- Experience in building and maintaining strong relationships with customers.
- Experience using a CRM system to record customer queries and interact with customers via in-app text chat.
- Experience working with communication tools like Intercom, Salesforce, Slack, Freshdesk or Zendesk is extra awesome.

### **Why join us?**

Working at Papertrail can accelerate your career and give you the opportunity to work with world-class talent. We're a team that loves what we do and we all thrive on our ability to make an impact. There are many benefits that come with working with us such as:

- Flexible and remote working
- All the tools you need to execute on your job
- The opportunity to travel with work
- See your initiatives and strategies deliver results

Holiday entitlement starts at 23 days per year increasing with time in post. Office hours are 9-5 nominally. You will be contracted to work 35 hours per week. Flexible and remote working by agreement. Part time and/or job share will be considered.

The application deadline is 23rd April, and we expect to invite successful applicants for interview on the 29th or 30th April. Send your CV and covering letter to [mail@papertrail.io](mailto:mail@papertrail.io).