

Recruitment: Customer Support Agents

Job Description

Papertrail is growing our team! We are hiring Customer Support Agents to work with our clients to help them adopt and use our safety inspections management system. This role is a balance of individual work within a highly collaborative team. You will be working directly with clients setting up their equipment portfolio and recording equipment inspections using the Papertrail web and mobile apps.

We're a software company that helps safety conscious businesses and equipment owners around the world 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 in 45+ Countries.

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 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

The following experience is relevant to us:

- 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.
- Experience using a CRM system to record customer queries and interact with customers via in-app text chat.
- Good spreadsheet skills manipulating customer data into tidy and consistent format to upload to the system
- Experience in building and maintaining strong relationships with customers.
- Excellent communication skills, a great listener.
- Experience working with communication tools like Intercom, Salesforce, Slack, Freshdesk or Zendesk

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 your job well
- Future career opportunities as the business grows
- 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 37.5 hours per week. Flexible and remote working by agreement. Part time and/or job share will be considered.

Apply today by emailing us your CV and covering letter...

The application deadline is 8th February, and we will be inviting people for interview on the 14/15th of February.

Please send your CV and covering letter to mail@papertrail.io