

**About us:** Zest Technology Ltd provides the technology of choice for many of the UK's leading Companies and Benefit Consultants, delivering ground breaking, flexible, device independent, secure software for employees to access and manage their pensions and other employee benefits. Our client base includes major household names such as Lloyds Bank, Hargreaves Lansdown, Aviva, LinkedIn and Unum, to name but a few.

Our flagship product for employee benefit communication is built using state of the art technology and Agile development practices. We are focused on delivering secure, high performing and fully scalable software. Our modern approach includes structured architecture design; product management; Agile software development; QA practices and project management.

We pride ourselves on having a highly skilled team of people who actively engage closely with our clients to ensure that we continue to understand their needs and offer the leading software for employee engagement. Our core values of Trusted, Collaborative and Exceptional run deep through our culture.

**About the Job:** As first point of contact for our Clients, this role is responsible for handling queries via telephone and email, whilst delivering Customer Service excellence. A flexible influencing style is required to enable communication at variety of different levels with both technical and non-technical Clients alike.

**Reports to:** Support and Services Manager

#### Areas of Responsibility:

- Coordinate and administer queries in the Zest helpdesk system
- Respond to customer enquiries within Service Level Agreements, communicating work estimates and associated costs
- Provide proactive and timely updates on high priority tickets, whilst effectively managing and progressing allocated ticket load
- Resolve queries from Clients (e.g. configuration, process and reporting queries)
- Build effective relationships with key contacts to ensure delivery of Customer Service excellence
- Liaise with the wider business to find resolutions and escalate appropriately
- Feedback into the Product Team on enhancements to the Zest Products
- Execute system administration within our software on behalf of our clients
- Maintain awareness of and comply with all legal requirements and company policies, including those relating to information security and data protection.
- Responsibly handle, classify and manage all information, whether internal or received from external parties.

**Key Competencies and Skills required for the role:**

Competency title	Brief description
Excellent Communication	Excellent communication skills, both written and verbal. Able to communicate with a wide variety of audiences, including both technical and non-technical client/colleagues.
Team Player	Strong team player, able to put the needs of the company first. Improves any team they are part of. Able to quickly build and maintains professional relationships with multiple stakeholders and command respect.
Organised	Excellent time management skills and an ability to prioritise and multi-task within a fast moving business environment.
Problem Solver	Strong problem solving skills with good attention to detail. The ability to work using your own initiative.
Self-Starter	Proactive attitude to work. An aptitude for learning and keen to progress.
IT Skills	Strong Microsoft office skills, including Excel. Confident learning and using new software.
Values	Able to live and breathe the Zest Values of Exceptional, Collaborative, Creative, Game Changers, focussed on an excellent client experience.

**Skills and Knowledge:**

- Excellent communication skills, both written and verbal.
- Confidence to work and communicate across a variety audiences in a professional manner.
- Prior Customer Service experience is essential.
- A self-starter, with an aptitude for learning and keen to progress.
- Excellent time management skills and an ability to prioritise and multi-task within a fast moving business environment.
- Attention to detail is essential.
- Strong problem solving skills with the ability to work using your own initiative.
- Commercial awareness.
- Ability to prioritise.
- Understanding of Employee Benefits and Auto Enrolment desirable

**Additional Information:**

- Competitive Salary, with comprehensive range of Flexible Benefits
- Normal working hours 37.5 as per T&Cs
- Location: Leatherhead House, Station Road, Leatherhead, Surrey, KT22 7FG