

Job description

Job Title: Field Support Agent

Location: Office based

Department: Field Service

Position Reports To: Field Support Team Lead

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 300 employees and is pursuing ambitious growth plans.

Purpose of the job

The Field Support Agent will be responsible for scheduling customer appointments and other visits, overseeing and coordinating field activities, updating activity records, whilst providing first class customer service. The person will be responsible for, but not limited to, providing support to field teams and customers in the processes of installation, activation, trouble shooting and fault fixing over the phone and emails.

Key Accountability & Responsibilities

- Scheduling and progression of customer installations, ensuring that installation appointments are booked/ actioned within service level agreement and customer are activated to enjoy the service on the scheduled day of installation
- Scheduling and progression of other tasks by contractors and Gigaclear own staff in support of customer service issues
- Working with third party contractors and internal departments to communicate customer information and requirements to deliver expectations on all levels
- Monitor the progress of all open work orders and see that they are dealt with within the allotted timeframe
- Generation and use of reports to track performance
- Administering the escalation process to ensure cases are completed and resolved to satisfaction
- Actions are traced and measured, and that the customer is kept informed of timescales and progress
- Reviewing online support cases, analysing the issues raised, establishing the likely cause and responding to the customer and field teams with the solutions
- Answering and handling incoming calls with excellent manner
- Maintaining CRM systems, ensuring information is clear, concise and up to date

Knowledge & Skills

- Proven experience in the delivery of high-quality customer service
- Logistics coordinator experience is desirable

- A disciplined approach to problem solving – takes ownership of customer and field team's issues and ensures quality processes are maintained
- Creative and 'improvement led' – able to 'think outside the box' to identify and suggest process improvement changes to improve customer experience and efficiencies
- Effective at external and internal stakeholder management
- A calm, measured and articulate approach to problem solving, field logistics and Customer Care
- Able to assimilate information quickly and act decisively in an environment of changing priorities
- Can effectively prioritise and execute tasks in a high-pressure environment, with strong attention to detail
- Robust administrative experience supported with accurate data entry skills
- Salesforce experience preferred, but not mandatory
- Confident with Microsoft office package – good experience with Microsoft Word & Excel

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any "introduction fee".