

Job Description

Job Title: Client Services Assistant

Reporting to: Client Services Manager

Location: Airport House, Croydon

Overview

The role of Client Services Assistant (CSA) covers several areas of responsibility. The role requires an individual with a broad range of experience including the application of data processing software, an understanding of direct mail production, and good customer service skills.

Job Function

The CSA will be the initial point of contact for Cygnus users requiring assistance, support and advice on using the software.

Responsibilities

Customer Support

- Receive user support emails and phone calls and deal with accordingly, in a professional, timely and empathetic manner
- Log all client contact onto our CRM system
- Log and report issues including software failures, bugs, etc.
- Report progress on any bug fixes and software patches
- Undertake user training either at Airport House or on client site

Software

- Learn and keep up to date with Cygnus developments
- Liaise with Client Services Manager regarding progress of new functionality, patches and bug fixes
- Be aware of industry developments that may affect the software or the company (Data protection, postal deregulation, industry suppression files etc)
- Feed back suggestions and recommendations from users about potential new features and functionality